Encounter Data Submission and Processing Report Resource Guides

Health Plan Management System (HPMS) Reports – Encounter Data Report Cards

Reports Overview

The Health Plan Management System (HPMS) is a web-enabled information system that serves a critical role supporting the ongoing operations of the Medicare Advantage (MA) and Part D programs. HPMS facilitates numerous data collection and reporting activities mandated for MAOs and other entities by legislation. HPMS provides support for the ongoing operations of the plan enrollment and plan compliance business functions as well as for longer-term strategic planning and program analysis.

The HPMS reports produced by the Medicare Plan Payment Group (MPPG) are operational reports and are intended to provide MAOs and other entities with a higher-level overview of encounter data quality across claim types and submission periods.

This job aid provides information about Encounter Data Report Cards, one of the three encounter data reports available through HPMS:

❖ **Encounter Data Report Cards**
❖ Submission Performance Reports
❖ Data Exchange Reports

All of the above named reports provide information about an MAO's and other entities' performance relative to benchmarks. Each may be used to identify target areas for improvement in data quality and may ultimately assist with payment accuracy.

Health Plan Management System (HPMS) Reports – Encounter Data Report Cards

Report Description

Beginning in September 2015, CMS has used encounter data records (EDRs) to produce Encounter Data Report Cards that are transmitted to each Medicare Advantage contract to provide the contracts with an understanding of their encounter data quality and submission performance.

The Encounter Data report cards are transmitted to Medicare Advantage contracts on a quarterly basis.

The report cards contain the following sections:
➢ Section 1A: Operational Performance
➢ Section 1B: Top Edits
➢ Sections 2A/2B: Volume Performance

Health Plan Management System (HPMS) Reports – Section 1A: Operational Performance

Section 1A Overview

The Operational Performance section presents information on volume, submission, and accuracy of Encounter Data Records (EDRs) and Chart Review Records (CRRs).

Data presented in this section include:
➢ Frequency of Submissions
➢ Submissions per Beneficiary, Total and by Service Type
➢ Accepted Submissions, Total and by Service Type
➢ Final Action Submissions, Total and by Service Type
➢ Rejected Data (Record and Line Level), Total and by Service Type

Data are presented separately for EDRs and CRRs.

Results are displayed for the five most recent quarters based on the EDR submission date.

Section 1A Report Example

Parent Organization: Parent MAO
Contract ID: HXXXX
Contract Name: MAO CONTRACT ABC, INC.
2017 Enrollment: 50,000
2018 Enrollment: 51,000
2019 Enrollment: 52,000
Contract Size and Organization Type: Small Local CCP

SECTION 1A: ENCOUNTER DATA SUBMISSION REPORT - Q4-2019

Measure	Grouping	Q4 2019 CCP Average	Q4 Y2018	Q1 Y2019	Q2 Y2019	Q3 Y2019	Q4 Y2019
Number of submissions	Total Encounters	34.6	21	27	26	24	21
Number of months with submissions	Total Encounters	3.0	3	3	3	3	3
Number of months in the quarter	Total Encounters	3.0	3	3	3	3	3
Percent of months submitted	Total Encounters	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%
Number of EDRs Submitted Per Beneficiary	Total Encounters	12.30	11.20	11.04	11.08	12.37	12.17
Number of EDRs Submitted Per Beneficiary	Durable Medical Equipment	0.57	0.20	0.04	0.08	0.37	0.17
Number of EDRs Submitted Per Beneficiary	Institutional	1.80	1.15	0.99	1.03	1.32	1.12
Number of EDRs Submitted Per Beneficiary	Professional	9.30	7.76	7.92	8.88	9.59	10.79
Number of EDRs Accepted Per Beneficiary	Total Encounters	11.40	11.08	12.92	11.96	10.25	10.05
Number of EDRs Accepted Per Beneficiary	Durable Medical Equipment	0.44	0.56	0.52	0.49	0.56	0.44
Number of EDRs Accepted Per Beneficiary	Institutional	1.87	1.35	1.44	1.42	1.50	1.33

Health Plan Management System (HPMS) Reports – Section 1B: Top Edits

Section 1B Overview

The Top Edits Section presents data on a contract's top five 277 and MAO-002 edits. The Top Edits section presents the following data elements:

➢ Edit level (277 or MAO-002)
➢ Edit code and description
➢ Edit rank
➢ Number of edits
➢ Number of encounters affected

It is important to note that at the 277 phase of editing, a single edit may affect several records due to the loop structure of the 837 format used for encounter data submission.

Data are reported by month and cumulative totals are provided as well.

Quarter	Release Month	Description of Content
1	April	The top 5 edits are reported for December of the prior year, January and February of the current year, and cumulatively (year-to-date) through December of the prior year and February of the current year.
2	July	The top 5 edits are reported monthly and cumulatively (year-to-date) from January through May of the current year.
3	October	The top 5 edits are reported monthly and cumulatively (year-to-date) from January through August of the current year.
4	January	The top 5 edits are reported monthly and cumulatively (year-to-date) from January through November of the prior year.

Section 1B Report Example

Parent Organization: Parent MAO
Contract ID: HXXXX
Contract Name: MAO CONTRACT ABC, INC.
2017 Enrollment: 50,000
2018 Enrollment: 51,000
2019 Enrollment: 52,000
Contract Size and Organization Type: Small Local CCP

SECTION 1B: TOP EDITS - 2019

Time Period	Edit Level	Edit Code	Edit Rank	Edit Description	Number of Edits	Encounters Affected
012019	277	A7:513	1	Invalid: HIPPS Rate Code for services Rendered	45	40
012019	277	A7:710	2	Invalid: Line Adjudication Information	33	27
012019	277	A7:228	3	Invalid: Type of bill for UB claim	33	19
012019	277	A7:465	4	Invalid: Principal Procedure Code for Service(s) Rendered	24	24
012019	MAO-002	2240	1	Beneficiary Not Enrolled in MAO for DO	199	199
012019	MAO-002	2256	2	Beneficiary Not Part C Eligible for DO	79	79
012019	MAO-002	98325	3	Service Line(s) Duplicated	43	40
012019	MAO-002	2125	4	Beneficiary DOB Mismatch	3	3
Year-to-112019	277	A7:710	1	Invalid: Line Adjudication Information	10,324	6,092

Section 2A/2B Overview

Section 2A and 2B present information only on accepted records that have not been replaced or voided. Section 2A presents the data in a table while Section 2B presents the same information in bar charts.

Data presented in Sections 2A and 2B include total and per beneficiary counts of records by type of service for:
- Contract-level Submissions
- Medicare Advantage National Submissions
- Medicare Advantage Regional Submissions
- Medicare Fee-for-Service National Submissions
- Medicare Fee-for-Service Regional Submissions

Separate counts are provided for encounter data records and chart review records.

Sections 2A and 2B display results for the most recent 3 years based on the EDR service through date.

Health Plan Management System (HPMS) Reports – Section 2A/2B Volume Performance

Section 2A Report Example

Parent Organization: Parent MAO
Contract ID: HXXXX
Contract Name: MAO CONTRACT ABC, INC.
2017 Enrollment: 50,000
2018 Enrollment: 51,000
2019 Enrollment: 52,000
Contract Size and Organization Type: Small Local CCP

SECTION 2A: ENCOUNTER DATA SUBMISSIONS BY SERVICE YEAR (2017 - 2019)

Grouping	Claim Year	Enrollment (beneficiaries in thousands)	Professional records (in thousands)	Professional records per Beneficiary	Inpatient records (in thousands)	Inpatient records per Beneficiary	Outpatient records (in thousands)	Outpatient records per Beneficiary	DME records (in thousands)	DME records per Beneficiary	Home Health records (in thousands)	Home Health records per Beneficiary	Skilled Nursing Facility records (in thousands)
HXXXX Encounters	2017	69.46	2,590.26	27.95	19.41	0.65	413.20	6.54	253.19	8.46	33.75	0.84	6.72
HXXXX Encounters	2018	115.80	3,309.96	84.13	24.36	0.63	803.48	20.67	260.37	6.65	31.34	0.95	4.97
HXXXX Encounters	2019	86.85	2,530.57	45.44	28.68	0.45	251.17	4.89	147.83	2.62	20.50	0.35	3.98
MA National Encounters	2017	19,665.43	883,955.47	37.88	5,039.90	0.44	119,231.83	6.23	43,346.26	1.55	11,445.33	0.38	2,364.91
MA National Encounters	2018	39,583.38	1,115,595.70	50.47	7,733.65	0.25	96,495.29	5.45	52,150.24	2.19	9,757.55	0.63	2,645.05
MA National Encounters	2019	31,024.83	758,758.89	28.24	6,220.47	0.27	126,974.02	3.92	35,320.16	2.34	12,327.33	0.54	2,386.40
MA Region XX Encounters	2017	979.53	33,781.39	35.22	463.11	0.30	5,176.34	5.05	1,699.26	2.36	714.95	0.51	78.39
MA Region XX Encounters	2018	1,691.94	33,115.59	38.50	421.58	0.30	4,996.42	5.93	1,571.51	1.88	625.21	0.81	101.66

Section 2B Report Example

Parent Organization: Parent MAO
Contract ID: HXXXX
MAO CONTRACT
2017 Enrollment: 50,000
2018 Enrollment: 51,000
2019 Enrollment: 52,000
Contract Size and Organization Type: Small Local CCP

Professional EDRs per Beneficiary
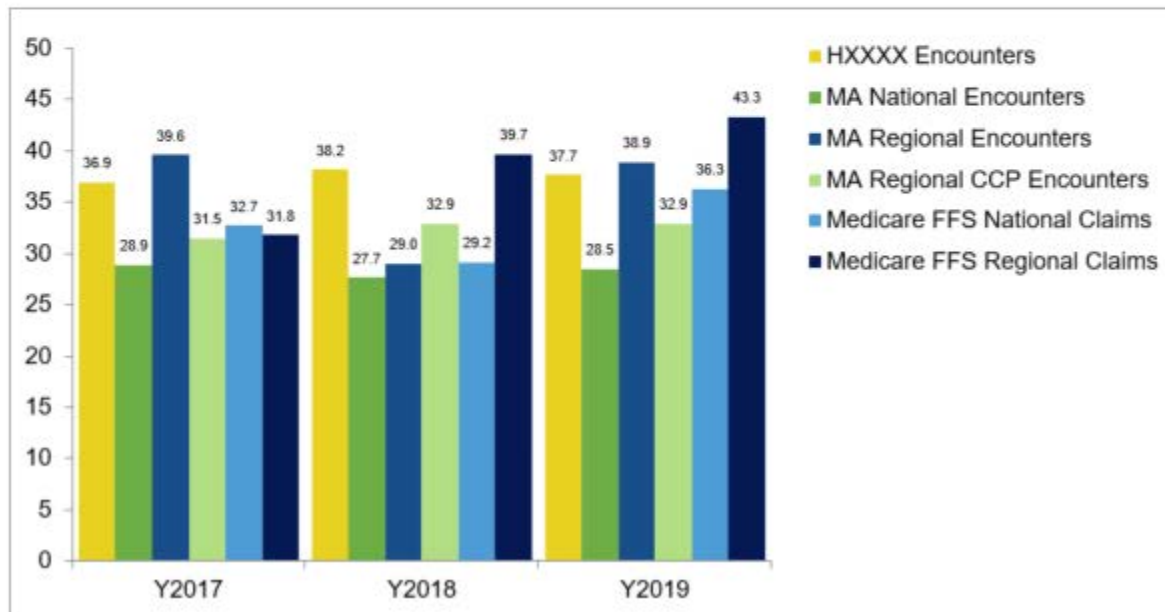
Section 2B Report Example (continued)

Total EDR Per Beneficiary Graph Data

GROUPER	Y2017	Y2018	Y2019
HXXXX Encounters	46.2	40.6	45.8
MA National Encounters	42.6	53.5	63.5
MA Regional Encounters	34.5	43.4	35.4
MA Regional CCP Encounters	42.5	59.7	45.7
Medicare FFS National Claims	47.2	61.4	62.4
Medicare FFS Regional Claims	48.1	56.1	57.4

Professional Per Beneficiary Graph Data

| GROUPER	Y2017	Y2018	Y2019
HXXXX Encounters	36.9	38.2	37.7
MA National Encounters	28.9	27.7	28.5
MA Regional Encounters	39.6	29.0	38.9
MA Regional CCP Encounters	31.5	32.9	32.9
Medicare FFS National Claims	32.7	29.2	36.3
Medicare FFS Regional Claims	31.8	39.7	43.3

Health Plan Management System (HPMS) Reports – Encounter Data Report Cards

Accessing the Report

Each MAO or other entity's contract-specific information, showing performance for each metric and technical notes with detailed specifications on each metric and threshold are available on the HPMS portal:

HPMS Home Page > Risk Adjustment > Encounter Data > Encounter Data Report Card

Reports are maintained on the HPMS portal and MAOs may select the desired time period of the reports they wish to review.
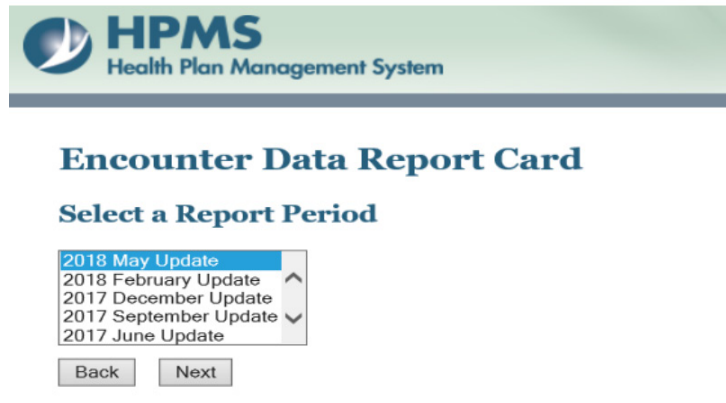
Report Resources

January 2019 User Group Webinar