



PENINSULA RSN

MANAGEMENT INFORMATION SERVICES POLICIES AND PROCEDURES

Policy Name: DATA ERROR RESOLUTION

Policy Number: 4.05

Reference: DSHS Contract

Effective Date: 4/2004

Revision Date(s): 4/2006

Approved by: PRSN Executive Board

CROSS REFERENCE

- Policy: Corrective Action Plan

PURPOSE

To ensure that any errors encountered through the processing of data from providers into the Peninsula Regional Support Network (PRSN) database are addressed and corrected in a timely manner.

PROCEDURE

Event Export / Import - Provider to RSN - Correcting Lattice Errors

This document addresses known errors that have occurred during event processing and explains how to correct them. It is possible at any time for new errors may occur that are not listed here. Contact the Systems Analyst whenever a new error occurs.

Errors are found by looking at the last line of the export or import report in the print queue. Lattice keeps track of errors and prints the message: ***ERRORS NOTED: X. When this message occurs, search the print out to find the specific client and error. Check the Lattice manual to see if the error is listed; the manual should describe the problem such that the reader can fix the problem. Many of the processing errors are not in the manual, however. Follow the instructions below to correct these errors.

Provider Event Export Errors

- No errors in last 4.5 years.

RSN Event Import Errors

*****INVALID SERVICE CODE: 152. EVENT NOT IMPORTED. Error occurs when service code does not exist in the receiving system.

Reason for error and solution:

- It is likely that a new service code was added to the provider database which also needed to be added to the RSNs but wasn't. Check the provider recode table "SACTORSN" for the SAC (Service Activity Code) which is recoding to the invalid RSN service code. Check the PRSN Code Change Form to see what is needed. Correct the provider recode and add event rule if needed. Add the code to the RSN if the form indicates. Reset the provider's events and export them again according to the Event Reset Procedure.

Adding A Service Into The RSN Database

Use this procedure to manually enter a service into the RSN event file. Services only need to be entered manually when an import error occurs. See "Resolving Event Import Errors" for details about why errors happen.

Before a service can be entered into the RSN you must look up the provider codes for the following items and convert them to the RSN codes:

- Staff ID and Reporting Unit
- Location Code
- Service Code

Refer to RSN Service Activity Master & Cross Reference and RSN Location Code Cross Reference to make the conversion.

Two methods are given to add the services to the RSN. The data base administrator may use either one. Both are listed so the DBA can pick whichever entry method they are most comfortable with.

Log on to the RSN system using either own user id. or "ru416".

Method 1: Service Entry Using Function 5.1 (Update Event Record Detail)

Select function 5.1 from the RSN CMHC/MIS main menu. At the functions window select "Add a New Event".

Enter the staff id. which is the provide 3-digit MHD number. See Attachment A.

Enter the client id. This is the RSN unique id., not the provider's client id.

There are two screens of information that need to be entered. The first screen is items 1 - 17. The second screen is items 18 - 31. When you have completed the first screen the system automatically continues to the second screen.

You must make an entry for these items on screen 1: items 1,2,3,4,10,14,15,16. Press <ENTER> through the other items and the system will place defaults in for you, if any.

There are no required items on screen 2. Press <ENTER> through all the items on screen 2 and the system will place defaults in for you.

When you have completed item 31 the prompt line changes to give you a chance to update an item if you made a mistake. Use the F1 and F2 keys to page between the two screens. If you complete the entry and still need to make a correction return to the functions window and select "Update Events".

Method 2: Service Entry Using Function 9.2 (Re-Enter Service/Activity Logs)

Select function 9.2 from the RSN CMHC/MIS main menu. Type in a SAL Control Number such as "999999" (the number isn't important, you just need to put in something to get to the next screen).

Enter the staff id. which is the provider 3-digit MHD number. See Attachment A.

Enter the date of service. Press <ENTER> at Total Time For Day. Continue to the next screen.

Here is a guideline to help make the correct entries:

Prompt	Meaning	What to Type
?	Status of Event	E
RU	Reporting Unit	See Attachment A
L	Location Code	See RSN X-REF
ACT	Service Activity Code	See RSN X-REF
PROJ	Project Code (not used)	Press <ENTER>
GROUP	Group ID (not used)	Press <ENTER>
DUR	Staff Duration	Hours/minutes of service
PREP	Prep. Time (not used)	Press <ENTER>
TIME	Appointment Time (not used)	Press <ENTER>
CLIENT	Client ID	RSN unique id. for client, not provider id.
R	Recipient Code	/ <ENTER>

The slash and <ENTER> signals the program to end the line and fill in the remaining items with defaults. If you have more than one service for a client for the same day you may continue making entries on lines 2 through 22. When all services for this date are entered type "/" and hit <ENTER>. At this point the prompt line changes to give you a chance to update an item if you make a mistake. Type the line number to update, make your changes and then keep hitting the <ENTER> key until you get to another screen showing items 23-44. Type "/" and hit <ENTER> twice and the entry is complete. If you complete the entry and still need to make a correction, use function 5.1 to update events.

NOTE: Service data may result in errors received from the MHD exception report. These errors seldom occur; therefore there is not a master correction instruction. The exception report must be reviewed and any errors must be researched and corrected within 3 business days. Usually these errors are due to client information not being recorded prior to the service data is submitted – before any service corrections, ensure all required client (daily) data is recorded at MHD.

E&T Inpatient Episode Correction Procedures (AIU/YIU)

Corrections to RTC/ATU episodes come to your attention by reading the RSN print out called "CLIENT DB E&T IMPORT".

Find and update the ISN for the episode discharge date: input the "force bill flag" value of "Y". The staff id is 036 and the service code is 500.

Screen print the ISN register. Highlight the ISN Claim Unique ID.

Remove client saved list "ETCOR" if it exists.

Create client saved list "ETCOR".

Update 837I parameter file "CORR837I" used for corrections: check the client saved list name. Make sure the ISA record is set for production. Change the line in the CLM record as follows:

- 7 = change/correct
- 8 = void

Refer to sample page for list of lines to change.

Check the parameter file called "ISASEQ" and update the last batch number sent if needed.

Display the E&T episode for the client and screen print.

Run parameter file with admit/discharge dates from above and prepare production file in /c1/transfers/hipaa.

Print the report called "837ICORR-ET REPORT". Make sure the ISN Claim Unique ID is the same as the one you highlighted on the ISN screen print. If not the same, contact Mary Anne for help. Copy the report to /c9/cdata and call it ET837IC.xxx where "xxx" is the batch number.

Print the last page of the report called "ANSI 837I Event Rpt". Delete from print queue after printing; don't copy this one.

Use JSB file transfer or FTP to transfer batches to your workstation.

Follow instructions to transfer HIPAA batches to MHD and retrieve error reports.

Note: if there is a change to the discharge date after original submission, see Mary Anne. We may have to do some extra things if that happens. Episode change will occur but event will remain the same.

E&T Exception Report – Error Resubmission Procedure

The most common error is when discharge date is prior to admission date. This occurs when we are behind in submitting the inpatient services and the client has multiple layers of inpatient stays.

Log in to the RSN to process the resubmissions. You will need the exception report to tell you the client id's in error.

- 3.17.2 Print each client's episode history. Update the record effective date on the appropriate layer (the one that caused the error) to today's date.
- 11.6 Remove saved list called "ETERRS" if it exists. Then create a new saved list of client id's to be used in the resubmit process.
- 5.16.2 Search for the ISN for each client based on discharge date and service code 500. Update each ISN (item 25 on the screen) to "Y". That forces the program to "bill" the service again.
- 2.11 Edit the parameter file called ETERRS and put in the client list name. Change the commands as shown in sample to prepare a test file. Make sure the "claim frequency type code" = 1.
- 15.4.10 Create test file, review, and submit to EDIFECS for error detection. Make sure all clients are included in the file and admit/discharge dates are correct.
- 2.11 Edit ETERRS parameter file to production status as shown in sample.
- 2.11 Display parameter file ISASEQ and make sure next batch number is correct and matches your HIPAA batch log. If not, update as needed.

- 15.4.10 Create production file and submit to MHD according to regular processing procedures. Archive files as usual.
- 3.17.2 Update episode layers back to chronological order (use your screen prints). Make sure this is done before the end of the day you changed them or the daily import of data to the RSN could be updated incorrectly!

MONITORING

This policy is a mandate by contract.

1. This policy will be monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review.
 - PRSN will use a DSHS report to identify total errors on data submissions.
2. If a provider performs below expected standards during any of the reviews listed above a correction action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy