Rhode Island Executive Office of Health and Human Service

2023 Encounter Data Validation Study

Neighborhood Health Plan of Rhode Island

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Introduction

Encounter data reporting improvements are an ongoing project across federal and state healthcare agencies. Reliable and accurate encounter data can lead agencies to drive healthcare improvements that can positively affect the overall population and those who have high-risk health issues. Yearly encounter data validation (EDV) activities conducted by state agencies or external quality review organizations (EQROs) can help identify incomplete data, perform missing data quality checks, and assess the frequency and impact of late encounter data submissions.

The Rhode Island Executive Office of Health and Human Services (EOHHS) collects encounter data from managed care organizations (MCOs). The encounter submissions consist of all paid encounters, including:
- original,
- corrected,
- adjusted/voided,
- paid at zero dollar (alternative payment arrangements), and
- partial payments denied at the line level and paid at the header level.

All claims/encounters submitted to EOHHS are stored and maintained in the Rhode Island Medicaid Management Information System (MMIS) and maintained by fiscal intermediary, Gainwell Technologies LLC.

During calendar year (CY) 2022, IPRO conducted an EDV study that compared the MCOs' claims data versus the claims data of Rhode Island's EQRO. To ensure complete and accurate data are received and available for reporting, IPRO will be comparing the two sources of claims data.

The objective of this study is to verify the accuracy of encounter data submitted to EOHHS by the MCOs. The encounter data submitted to EOHHS were reconciled to the corresponding source claims data from the originally adjudicated claims. All data element discrepancies were reported and investigated.

The review period included service dates ranging from January 1 to December 31, 2021, for encounters submitted to the state between January 1, 2021, and March 31, 2022. For inpatient stays, the statement from-date was requested to be utilized.

Methodology

IPRO requested MCO claims data residing in the claims system for the periods of service noted above for the eligible encounter types and fields. The study was conducted for the following participating Medicaid MCOs:

- Neighborhood Health Plan of Rhode Island (NHPRI)
- Neighborhood Health Plan of Rhode Island, Integrity Medicare-Medicaid Plan (NHPRI MMP)
- Point32Health
- UnitedHealthcare Community Plan of Rhode Island (UHC)
- UHC Dental

IPRO requested the MCOs provide all paid claims/encounters with dates of service from January 1 to December 31, 2021, and submitted to EOHHS between January 1, 2021, and March 31, 2022. The claims/encounters provided to IPRO included:

- original,
- corrected,
- adjusted/voided,
- paid at zero dollar (alternative payment arrangements), and
- partial payments denied at the line level and paid at the header level.

IPRO provided MCOs detailed documentation specifying the data elements used to compare to the claims/encounters IPRO received from EOHHS. The MCOs submitted applicable claims by claim type to IPRO.

The EDV study was conducted utilizing the following methodology:

1. MCOs submitted specified data elements obtained from their adjudicated source claims that correspond to the selected audit period. To verify the source claims data, IPRO requested that the MCOs include the internal control number (ICN) if available; the ICN is obtained when the encounter is adjudicated in the state MMIS.
2. IPRO imported the MCO files and generated separate data tables per encounter type per MCO. Analyses were conducted using SAS®.
3. To identify discrepancies, IPRO compared the values of each data element from the MCO source data to values of the corresponding data element from the EOHHS source data.
4. The percentage of records with discrepant values were calculated for each data element, and those with less than a 90% match rate were identified.
5. IPRO reviewed discrepancies and categorized the data element discrepancies for each encounter type, where applicable.
6. Among data elements with less than a 90% match rate, IPRO selected a random sample of 1,000 discrepant records for each encounter type and discrepancy category for each MCO. IPRO provided counts of all discrepant records by discrepancy category to EOHHS. The sample size was determined based on the number of discrepancies.
7. IPRO identified omitted and surplus ICNs. The omitted ICNs were identified as the encounters in the MCO's claims files that were not present in IPRO's data warehouse (DW). The surplus ICNs were identified in IPRO's DW that were included in the MCO's claims files.

Interviews with MCOs

IPRO conducted teleconferences with the MCOs to discuss the following:

- Review claim discrepancies identified by IPRO.
- Walkthrough MCO's processes for receipt, reconciliation, translation, and submission of claims to EOHHS.
- If applicable, assess any changes to standard processes and/or claims systems used for EDV submission,
- Review of discrepant claims on the MCOs claim adjudication system and the 837-encounter submission string, if applicable (institutional, professional, and dental claims).
- Review of discrepant claims on the National Council for Prescription Drug Program (NCPDP), if applicable (pharmacy claims).
- Demonstration by MCOs to IPRO and EOHHS in which discrepant values from several claims included in the sample file were adjudicated and displayed on their claims adjudication system.

- Following the review of discrepant claims, MCOs displayed how each ICN's data elements appeared on the 837 submission string (institutional, professional, and dental claims) or the NCPDP (pharmacy claims) encounter extracts submitted to EOHHS.

Following the interviews with the MCOs, IPRO worked with Gainwell, EOHHS's MMIS, to identify any inconsistencies between the values and/or information provided by the MCOs and confirmed the information EOHHS received for each data element by encounter type.

Data File Layout Request

The MCOs were provided file layouts (presented in **Tables 1–5**) for each of the following encounter types, as applicable:
- professional claims,
- institutional inpatient claims,
- institutional outpatient claims,
- dental claims, and
- pharmacy claims.

Professional Encounters and Claims

Table 1: Professional Claims File Fields

Data Element/Field Name	Type	Description
MCO_NAME	Char	MCO name
PLAN_CODE	Char	
MEDICAID_MEMBER_ID	Char	Unique number assigned to the recipient received on daily 834 eligibility files
ICN	Char	Internal control number (ICN), if available, if encounter was submitted and accepted by state's MMIS
MCO_ICN	Char	Unique control number assigned by the MCO
NUM_ADJ_ICN	Char	The ICN of the original claim if the claim is an adjustment
LINE_NUMBER	Num	The detail number for the specific detail on the claim (Number (4)), including any leading zeros
DTE_FIRST_SVC_DTL	Date	Date on which the statement period on the claim began for the detailed line item (mm/dd/yyyy)
DTE_LAST_SVC_DTL	Date	Date on which the statement period on the claim ended for the detailed line item (mm/dd/yyyy)
PLACESVC	Char	A code to indicate where the service was provided (place of service)
ICD-10-CM diagnosis codes (based on the header-level diagnosis)		
DIAGCD1	Char	Primary diagnosis
DIAGCD2	Char	Second diagnosis
DIAGCD3	Char	Third diagnosis
DIAGCD4	Char	Fourth diagnosis
DIAGCD5	Char	Fifth diagnosis
DIAGCD6	Char	Sixth diagnosis
DIAGCD7	Char	Seventh diagnosis
DIAGCD8	Char	Eighth diagnosis
DIAGCD9	Char	Ninth diagnosis
DIAGCD10	Char	Tenth diagnosis
DIAGCD11	Char	Eleventh diagnosis
DIAGCD12	Char	Twelfth diagnosis

Data Element/Field Name	Type	Description
Payment information		
PTMT_ADJ_DATE	Date	MCO adjudication date (mm/dd/yyyy)
AMT_MCO_PAID_HDR	Num	The MCO paid amount from the header for header paid claims; total paid amount of the claim (Number (12,2))
AMT_OTH_INS_PD_HDR	Num	The total TPL paid amount at the claim level (Number (12,2))
AMT_MCO_PAID_DTL	Num	The MCO paid amount from the detail for detail paid claims; total paid amount of the line item (Number (12,2))
AMT_OTH_INS_PD_DTL	Num	The TPL paid amount from the detail (Number (12,2))
Procedure code information		
PROCCODE	Char	Procedure/supplies/service code (i.e., CPT®-4, CDT®, and/or HCPCS), if present
QTY_UNITS_BILLED	Num	The units of service billed at the detail (Number (9,2))
MODIFIER1	Char	The first of up to four procedure/service/supplies modifier (if applicable)
MODIFIER2	Char	The second of up to four procedure/service/supplies modifier (if applicable)
MODIFIER3	Char	The third of up to four procedure/service/supplies modifier (if applicable)
MODIFIER4	Char	The fourth of up to four procedure/service/supplies modifier (if applicable)
National drug code information		
NDC_CODE	Char	The national drug code for the drug dispensed on the claim (if present)
Provider information		
BILLING_PROV_ID	Char	The Billing Provider Medicaid ID
BILLING_PROV_NPI	Char	The Billing Provider NPI
RENDERING_PROV_ID	Char	The Rendering Provider Medicaid ID
RENDERING_PROV_NPI	Char	The Rendering Provider NPI
REFERRING _PROV_ID	Char	The Referring Provider Medicaid ID
REFERRING _PROV_NPI	Char	The Referring Provider NPI

MCO: managed care organization; MMIS: Medicaid Management Information System; ID: identifier; Char: characters; Num: numerals; ICD-10-CM: International Classification of Diseases, 10th Edition, Clinical Modification; TPL: Third Party Liability; CPT: Current Procedural Terminology; CDT Current Dental Terminology; HCPCS: Healthcare Common Procedure Coding System; NPI: National Provider Identifier.

Institutional Inpatient Encounters and Claims

Table 2: Institutional Inpatient Claims File Fields

Data Element/Field Name	Type	Description
MCO_NAME	Char	MCO name
PLAN_CODE	Char	
MEDICAID_MEMBER_ID	Char	Unique number assigned to the recipient received on daily 834 eligibility files
ICN	Char	Internal control number (ICN), if available, if encounter was submitted and accepted by state's MMIS
MCO_ICN	Char	Unique control number assigned by the MCO
NUM_ADJ_ICN	Char	The ICN of the original claim if the claim is an adjustment
LINE_NUMBER	Num	The detail number for the specific detail on the claim (Number (4)), including any leading zeros
DTE_ADMISSION	Date	Date that the recipient was admitted by the provider for inpatient care (mm/dd/yyyy)

Data Element/Field Name	Type	Description
DTE_DISCHARGE	Date	Date that the recipient was discharged by the provider for inpatient care (mm/dd/yyyy)
DTE_FIRST_SVC_HDR	Date	Date on which the statement period on the claim began from the header paid claims (mm/dd/yyyy)
DTE_LAST_SVC_HDR	Date	Date on which the statement period on the claim ended from the header paid claims (mm/dd/yyyy)
DTE_FIRST_SVC_DTL	Date	Date on which the statement period on the claim began for the detailed line item (mm/dd/yyyy)
DTE_LAST_SVC_DTL	Date	Date on which the statement period on the claim ended for the detailed line item (mm/dd/yyyy)
ADMITTYP	Char	Admission type
DIS_STAT	Char	Patient discharge status code
TYPEBILL	Char	Type of bill (three-digit code)
DRG	Char	DRG code (three-digit field; please submit value in this field only if it is an inpatient claim paid on a DRG rate as reported on the encounter)
ICD-10-CM diagnosis codes (based on the header-level diagnosis)		
DIAGCD1	Char	Primary diagnosis
DIAGCD2	Char	Second diagnosis
DIAGCD3	Char	Third diagnosis
DIAGCD4	Char	Fourth diagnosis
DIAGCD5	Char	Fifth diagnosis
DIAGCD6	Char	Sixth diagnosis
DIAGCD7	Char	Seventh diagnosis
DIAGCD8	Char	Eighth diagnosis
DIAGCD9	Char	Ninth diagnosis
DIAGCD10	Char	Tenth diagnosis
DIAGCD11	Char	Eleventh diagnosis
DIAGCD12	Char	Twelfth diagnosis
DIAGCD13	Char	Thirteenth diagnosis
DIAGCD14	Char	Fourteenth diagnosis
DIAGCD15	Char	Fifteenth diagnosis
DIAGCD16	Char	Sixteenth diagnosis
DIAGCD17	Char	Seventieth diagnosis
DIAGCD18	Char	Eighteenth diagnosis
DIAGCD19	Char	Nineteenth diagnosis
DIAGCD20	Char	Twentieth diagnosis
DIAGCD21	Char	Twenty-first diagnosis
DIAGCD22	Char	Twenty-second diagnosis
DIAGCD23	Char	Twenty-third diagnosis
DIAGCD24	Char	Twenty-fourth diagnosis
DIAGCD25	Char	Twenty-fifth diagnosis
ICD-10-PCS codes		
SURG1	Char	Surgical code 1
SURG2	Char	Surgical code 2
SURG3	Char	Surgical code 3
SURG4	Char	Surgical code 4
SURG5	Char	Surgical code 5
SURG6	Char	Surgical code 6
SURGDTE1	Date	Surgical date 1 (mm/dd/yyyy)
SURGDTE2	Date	Surgical date 2 (mm/dd/yyyy)

Data Element/Field Name	Type	Description
SURGDTE3	Date	Surgical date 3 (mm/dd/yyyy)
SURGDTE4	Date	Surgical date 4 (mm/dd/yyyy)
SURGDTE5	Date	Surgical date 5 (mm/dd/yyyy)
SURGDTE6	Date	Surgical date 6 (mm/dd/yyyy)
Payment information (inpatient claims are paid at the header-level)		
PTMT_ADJ_DATE	Date	MCO adjudication date (mm/dd/yyyy)
PAIDDATE_HDR	Date	Paid date (mm/dd/yyyy) from the header for header paid claims
AMT_MCO_PAID_HDR	Num	The MCO paid amount from the header for header paid claims; total paid amount of the claim (Number (12,2))
AMT_OTH_INS_PD_HDR	Num	The total TPL paid amount at the claim level (Number (12,2))
PAIDDATE_DTL	Date	Paid date (mm/dd/yyyy) from the detail for detail paid claims
AMT_MCO_PAID_DTL	Num	The MCO paid amount from the detail for detail paid claims; total paid amount of the line item (Number (12,2))
AMT_OTH_INS_PD_DTL	Num	The TPL paid amount from the detail (Number (12,2))
Procedure code, revenue code, and national drug code		
PROCCODE	Char	Procedure/supplies/service code (i.e., CPT-4, CDT, and/or HCPCS), if present
UNITS_BILLED	Num	Units of service billed for payment (Number (9,2))
MODIFIER1	Char	The first of up to four procedures/services/supplies modifiers (if applicable)
MODIFIER2	Char	The second of up to four procedures/services/supplies modifiers (if applicable)
MODIFIER3	Char	The third of up to four procedures/services/supplies modifiers (if applicable)
MODIFIER4	Char	The fourth of up to four procedures/services/supplies modifiers (if applicable)
REVENUE_CODE	Char	Revenue center code (including any leading zeros)
NDC_CODE	Char	The national drug code for the drug dispensed on the institutional claim (if present)
Provider information		
BILLING_PROV_ID	Char	The Billing Provider Medicaid ID
BILLING_PROV_NPI	Char	The Billing Provider NPI
ATTENDING_PROV_ID	Char	The Attending Provider Medicaid ID
ATTENDING_PROV_NPI	Char	The Attending Provider NPI
RENDERING_PROV_ID	Char	The Rendering Provider Medicaid ID
RENDERING_PROV_NPI	Char	The Rendering Provider NPI
REFERRING _PROV_ID	Char	The Referring Provider Medicaid ID
REFERRING _PROV_NPI	Char	The Referring Provider NPI

MCO: managed care organization; MMIS: Medicaid Management Information System; ID: identifier; Char: characters; Num: numerals; DRG: diagnosis-related group; ICD-10-CM: International Classification of Diseases, 10th Edition, Clinical Modification; TPL: Third Party Liability; CPT: Current Procedural Terminology; CDT: Current Dental Terminology; HCPCS: Healthcare Common Procedure Coding System; ICD-10-PCS: International Classification of Diseases, 10th Edition, Procedure Coding System; NPI: National Provider Identifier.

Institutional Outpatient Encounters and Claims

Table 3: Institutional Outpatient Claims File Fields

Data Element/Field Name	Type	Description
MCO_NAME	Char	MCO name
PLAN_CODE	Char	
MEDICAID_MEMBER_ID	Char	Unique number assigned to the recipient received on daily 834 eligibility files
ICN	Char	Internal control number (ICN), if available, if encounter was submitted and accepted by state's MMIS
MCO_ICN	Char	Unique control number assigned by the MCO
NUM_ADJ_ICN	Char	The ICN of the original claim if the claim is an adjustment
LINE_NUMBER	Num	The detail number for the specific detail on the claim (Number (4)), including any leading zeros
DTE_FIRST_SVC_HDR	Date	Date on which the statement period on the claim began from the header paid claims (mm/dd/yyyy)
DTE_LAST_SVC_HDR	Date	Date on which the statement period on the claim ended from the header paid claims (mm/dd/yyyy)
DTE_FIRST_SVC_DTL	Date	Date on which the statement period on the claim began for the detailed line item (mm/dd/yyyy)
DTE_LAST_SVC_DTL	Date	Date on which the statement period on the claim ended for the detailed line item (mm/dd/yyyy)
TYPEBILL	Char	Type of bill (three-digit code)
ICD-10-CM diagnosis codes (based on the header-level diagnosis)		
DIAGCD1	Char	Primary Diagnosis
DIAGCD2	Char	Second diagnosis
DIAGCD3	Char	Third diagnosis
DIAGCD4	Char	Fourth diagnosis
DIAGCD5	Char	Fifth diagnosis
DIAGCD6	Char	Sixth diagnosis
DIAGCD7	Char	Seventh diagnosis
DIAGCD8	Char	Eighth diagnosis
DIAGCD9	Char	Ninth diagnosis
DIAGCD10	Char	Tenth diagnosis
DIAGCD11	Char	Eleventh diagnosis
DIAGCD12	Char	Twelfth diagnosis
DIAGCD13	Char	Thirteenth diagnosis
DIAGCD14	Char	Fourteenth diagnosis
DIAGCD15	Char	Fifteenth diagnosis
DIAGCD16	Char	Sixteenth diagnosis
DIAGCD17	Char	Seventieth diagnosis
DIAGCD18	Char	Eighteenth diagnosis
DIAGCD19	Char	Nineteenth diagnosis
DIAGCD20	Char	Twentieth diagnosis
DIAGCD21	Char	Twenty-first diagnosis
DIAGCD22	Char	Twenty-second diagnosis
DIAGCD23	Char	Twenty-third diagnosis
DIAGCD24	Char	Twenty-fourth diagnosis
DIAGCD25	Char	Twenty-fifth diagnosis

Data Element/Field Name	Type	Description
ICD-10-PCS codes		
SURG1	Char	Surgical code 1
SURG2	Char	Surgical code 2
SURG3	Char	Surgical code 3
SURG4	Char	Surgical code 4
SURG5	Char	Surgical code 5
SURG6	Char	Surgical code 6
SURGDTE1	Date	Surgical date 1 (mm/dd/yyyy)
SURGDTE2	Date	Surgical date 2 (mm/dd/yyyy)
SURGDTE3	Date	Surgical date 3 (mm/dd/yyyy)
SURGDTE4	Date	Surgical date 4 (mm/dd/yyyy)
SURGDTE5	Date	Surgical date 5 (mm/dd/yyyy)
SURGDTE6	Date	Surgical date 6 (mm/dd/yyyy)
Payment information		
PTMT_ADJ_DATE	Date	MCO adjudication date (mm/dd/yyyy)
PAIDDATE_HDR	Date	Paid date (mm/dd/yyyy) from the header for header paid claims
AMT_MCO_PAID_HDR	Num	This is the MCO paid amount from the header for header paid claims; total paid amount of the claim (Number (12,2))
AMT_OTH_INS_PD_HDR	Num	The total TPL paid amount at the claim level (Number (12,2))
PAIDDATE_DTL	Date	Paid date (mm/dd/yyyy) from the detail for detail paid claims
AMT_MCO_PAID_DTL	Num	The MCO paid amount from the detail for detail paid claims; total paid amount of the line item (Number (12,2))
AMT_OTH_INS_PD_DTL	Num	The TPL paid amount from the detail (Number (12,2))
Procedure code, revenue code, and national drug code		
PROCEDURE_CODE	Char	Procedure/supplies/service code (i.e., CPT-4, CDT, and/or HCPCS), if present
UNITS_BILLED	Num	Units of service billed for payment (Number (9,2))
MODIFIER1	Char	The first of up to four procedures/services/supplies modifiers (if applicable)
MODIFIER2	Char	The second of up to four procedures/services/supplies modifiers (if applicable)
MODIFIER3	Char	The third of up to four procedures/services/supplies modifiers (if applicable)
MODIFIER4	Char	The fourth of up to four procedures/services/supplies modifiers (if applicable)
REVENUE_CODE	Char	Revenue center code (including any leading zeros)
NDC_CODE	Char	The national drug code for the drug dispensed on the institutional claim (if present)
Provider information		
BILLING_PROV_ID	Char	The Billing Provider Medicaid ID
BILLING_PROV_NPI	Char	The Billing Provider NPI
RENDERING_PROV_ID	Char	The Rendering Provider Medicaid ID
RENDERING_PROV_NPI	Char	The Rendering Provider NPI
REFERRING _PROV_ID	Char	The Referring Provider Medicaid ID
REFERRING _PROV_NPI	Char	The Referring Provider NPI
OPERATING_PROV_ID	Char	The Operating Provider Medicaid ID, if available
OPERATING_PROV_NPI	Char	The Operating Provider NPI, if available

MCO: managed care organization; MMIS: Medicaid Management Information System; ID: identifier; Char: characters; Num: numerals; ICD-10-CM: International Classification of Diseases, 10th Edition, Clinical Modification; TPL: Third Party Liability; CPT: Current Procedural Terminology; CDT: Current Dental Terminology; HCPCS: Healthcare Common Procedure Coding System; NPI: National Provider Identifier.

Dental Encounters and Claims

Table 4: Dental Claims File Fields

Data Element/Field Name	Type	Description
MCO_NAME	Char	MCO name
PLAN_CODE	Char	
MEDICAID_MEMBER_ID	Char	Unique number assigned to the recipient received on daily 834 eligibility files
ICN	Char	Internal control number (ICN), if available, if encounter was submitted and accepted by state's MMIS
MCO_ICN	Char	Unique control number assigned by the MCO
NUM_ADJ_ICN	Char	The ICN of the original claim if the claim is an adjustment
LINE_NUMBER	Num	The detail number for the specific detail on the claim (Number (4)), including any leading zeros
DTE_FIRST_SVC_DTL	Date	Date on which the statement period on the claim began for the detailed line item (mm/dd/yyyy)
DTE_LAST_SVC_DTL	Date	Date on which the statement period on the claim ended for the detailed line item (mm/dd/yyyy)
PLACESVC	Char	A code to indicate where the service was provided (place of service)
Payment information		
PTMT_ADJ_DATE	Date	MCO adjudication date (mm/dd/yyyy)
AMT_MCO_PAID_HDR	Num	The MCO paid amount from the header for header paid claims; total paid amount of the claim (Number (12,2))
AMT_OTH_INS_PD_HDR	Num	The total TPL paid amount at the claim level (Number (12,2))
Procedure code information		
CDT	Char	Procedure code (i.e., CDT)
QTY_UNITS_BILLED	Num	The units of service billed at the detail (Number (9,2))
TOOTHNUMBER	Char	Code to indicate the tooth on which the service was performed
MODIFIER1	Char	The first of up to four procedure/service/supplies modifier (if applicable)
MODIFIER2	Char	The second of up to four procedure/service/supplies modifier (if applicable)
MODIFIER3	Char	The third of up to four procedure/service/supplies modifier (if applicable)
MODIFIER4	Char	The fourth of up to four procedure/service/supplies modifier (if applicable)
Provider information		
BILLING_PROV_ID	Char	The Billing Provider Medicaid ID
BILLING_PROV_NPI	Char	The Billing Provider NPI
RENDERING_PROV_ID	Char	The Rendering Provider Medicaid ID
RENDERING_PROV_NPI	Char	The Rendering Provider NPI
REFERRING _PROV_ID	Char	The Referring Provider Medicaid ID
REFERRING _PROV_NPI	Char	The Referring Provider NPI

MCO: managed care organization; MMIS: Medicaid Management Information System; ID: identifier; Char: characters; Num: numerals; TPL: Third Party Liability; CDT: Current Dental Terminology; NPI: National Provider Identifier.

Pharmacy Encounters and Claims

Table 5: Pharmacy Claims File Fields

Data Element/Field Name	Type	Description
MCO_NAME	Char	MCO name
PLAN_CODE	Char	
MEDICAID_MEMBER_ID	Char	Unique number assigned to the recipient received on daily 834 eligibility files
ICN	Char	Internal control number (ICN), if available, if encounter was submitted and accepted by state's MMIS
MCO_ICN	Char	Unique control number assigned by the MCO
NUM_ADJ_ICN	Char	This is the ICN of the original claim if the claim is an adjustment
LINE_NUMBER	Num	Number of the detail on the claim
DTE_FIRST_SVC	Date	Date on which the statement period on the claim began (mm/dd/yyyy)
DTE_LAST_SVC	Date	Date on which the statement period on the claim ended (mm/dd/yyyy)
Payment information		
PAIDDATE_HDR	Date	The date on which the PBM/MCO paid the provider for the claim (mm/dd/yyyy)
AMT_PAID_MCO_HDR	Num	The PBM/MCO paid amount from the header (Number (11,2))
AMT_TPL_SUBM_HDR	Num	This is the TPL submitted from the header (Number (15,2))
AMT_NDC_PROFEE	Num	Amount that the provider receives for dispensing a prescription drug (Number (11,2))
Prescription/Provider/Prescribing date information		
PRESC_PROV_ID	Char	The Prescribing Provider Medicaid ID
PRESC_PROV_NPI	Char	The Prescribing Provider NPI
BILLING_PROV_ID	Char	The Billing Provider Medicaid ID
BILLING_PROV_NPI	Char	The Billing Provider NPI
PRESC_DATE	Date	Date on which prescription was prescribed (mm/dd/yyyy)
NUM_PRESCRIPTION_ID	Char	The number assigned to the prescription by the provider
DISPENSE_DATE	Date	Date on which prescription was filled (mm/dd/yyyy)
NDC_CODE	Char	National drug code for the drug dispensed
QTY_DISPENSE_HDR	Num	This is the quantity dispensed at the header (Number (10,3))
QTY_DISPENSE_DTL	Num	This is the quantity dispensed at the detail of the claim (Number (10,3))
NUM_DAY_SUPPLY	Num	The number of days the prescription should last (Number (9))

MCO: managed care organization; MMIS: Medicaid Management Information System; ID: identifier; Char: characters; Num: numerals; PBM: pharmacy benefit manager; TPL: Third Party Liability; NPI: National Provider Identifier.

Findings

The NHPRI EDV study call was conducted on May 31, 2023. NHPRI's system was reviewed for discrepancies of data elements present in the encounter types between the submitted EDV data file and the data submitted to EOHHS. The attendees of the EDV study call included EOHHS, NHPRI, CVS Caremark, and IPRO. Data elements with less than a 90% match rate were reviewed. IPRO reviewed discrepancies and categorized them for each encounter type. Findings are summarized in **Tables 6–10**.

Surplus and Omitted ICNs

For CY 2023, IPRO identified the omitted and surplus ICNs. The omitted ICNs were identified as the encounters in the MCO's encounter extract data file that were not present in EOHHS's Gainwell encounter data file. The surplus ICNs were identified in Gainwell's encounter data for the audit period that were not present or included on the MCO's encounter extract data file. Percentages were identified by encounter type for the discrepant records in **Table 6.**

Surplus and omission counts were noted for the CY 2021 EDV study; however, due to the timing of the review of 2021 dates of service and system issues related sequential reordering of line numbers, the detailed review of omitted and surplus discrepancies was not conducted. IPRO will clarify the instructions to modify the scope of work on how to submit the sequential line numbers on the encounter files for future EDV studies.

Table 6: Count of Surplus and Omitted ICNs per Encounter Type

Encounter Type[1,2]	Surplus (#)	Omitted (#)
Professional	0	1,017
Institutional inpatient	32,554	3,913
Institutional outpatient	74,947	49,504
Pharmacy	139,759	5,300

[1] Surplus internal control numbers (ICNs) are encounters present in EOHHS's MMIS but not submitted in MCO's claim/encounter EDV study file.

[2] Omitted ICNs are encounters in MCO's claim/encounter EDV study file but not present in EOHHS's MMIS.

EOHHS: Executive Office of Health and Human Services; MMIS: Medicaid Management Information System; MCO: managed care organization; EDV: encounter data validation.

Professional Encounters and Claims

Table 7: Professional Data Element Discrepancies and Findings

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
MCO_NAME	NV	The MCO name was not validated and will be removed from future EDV studies.
PLAN_CODE	NV	Gainwell data included the trading partner ID. For future studies, IPRO will indicate that MCOs should submit the trading partner ID.
MEDICAID_MEMBER_ID	99.99	
ICN	NV	ICN and LINE_NUMBER were utilized to match the EDV study records and the EOHHS data.
MCO_ICN	99.92	For future EDV studies, IPRO will clarify the scope of work requirement for the MCO_ICN, advising the MCOs how to submit.
NUM_ADJ_ICN	100	
LINE_NUMBER	NV	ICN and LINE_NUMBER were utilized to match the EDV study records and the EOHHS data.
DTE_FIRST_SVC_DTL	99.99	
DTE_LAST_SVC_DTL	99.99	
PLACESVC	100	
DIAGCD1	99.38	

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
DIAGCD2	99.77	
DIAGCD3	99.89	
DIAGCD4	99.95	
DIAGCD5	100	
DIAGCD6	100	
DIAGCD7	100	
DIAGCD8	100	
DIAGCD9	100	
DIAGCD10	100	
DIAGCD11	99.95	
DIAGCD12	99.96	
PTMT_ADJ_DATE	84.02	NHPRI indicated that only the paid date is provided on 837P, rather than the adjudication date. IPRO followed up with Gainwell after the remote meeting. Gainwell advised that the header paid date is only required when the MCO is reporting header only paid claims If reporting detail service line is a paid claim, the MCO should not report header paid date, as reporting both dates will cause a compliance issue. For future EDV studies, IPRO will modify the scope of work requirement for the payment adjudication date.
AMT_MCO_PAID_HDR	99.99	
AMT_OTH_INS_PD_HDR	84.02	NHPRI indicated that other insurance paid amount is typically reported at the detail level, not at the header level. It appeared that Gainwell summed up paid and other insurance amounts. IPRO followed up with Gainwell after the remote meeting. Gainwell initially advised that the value on the Gainwell data extract includes what is provided by the MCOs and not a calculated/summarized value. IPRO further followed up with Gainwell and provided MCO examples for review.
AMT_MCO_PAID_DTL	99.99	
AMT_OTH_INS_PD_DTL	84.69	NHPRI populated value for the header and detail data elements. NHPRI indicated that this data element should match with AMT_OTH_INS_PD_HDR on the Gainwell populated values. Gainwell contained a 0 for the AMT_OTH_INS_PD_DTL. This is an EDV reporting study data extraction issue, as NHPRI should have only provided a value for the AMT_OTH_INS_PD_HDR. IPRO will clarify the scope of work requirement for the other insurance paid amounts.
PROCCODE	99.99	
QTY_UNITS_BILLED	99.99	
MODIFIER1	99.98	
MODIFIER2	96.51	
MODIFIER3	99.98	
MODIFIER4	99.99	

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
NDC_CODE	100	
BILLING_PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies.
BILLING_PROV_NPI	99.70	
RENDERING_PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies.
RENDERING_PROV_NPI	93.91	
REFERRING _PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies.
REFERRING _PROV_NPI	97.75	

Yellow shading: < 90% match with MCO reporting study data extraction issue; light green shading: < 90% match and IPRO to follow up with Gainwell; no shading and < 90% match is IPRO/Rhode Island EOHHS/vendor data issue; NV: not validated; MCO: managed care organization; EDV: encounter data validation; ID: identifier; EOHHS: Executive Office of Health and Human Services; NPI: National Provider Identifier; ICN: internal control number; NHPRI: Neighborhood Health Plan of Rhode Island.

Institutional Inpatient Encounters and Claims

Table 8: Institutional Inpatient Data Element Discrepancies and Findings

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
MCO_NAME	NV	The MCO name was not validated and will be removed from future EDV studies.
PLAN_CODE	NV	Gainwell data included the trading partner ID. For future studies, IPRO will indicate that MCOs should submit the trading partner ID.
MEDICAID_MEMBER_ID	NV	MEDICAID_MEMBER_ID was not validated and will be reviewed in future EDV studies.
ICN	NV	ICN and LINE_NUMBER were utilized to match the EDV study records and the EOHHS data.
MCO_ICN	88.09	During the remote meeting, it was indicated that the adjusted claim numbers ended with 01. There was a version difference between the behavioral health organization's original claim versus the adjusted claim. For future EDV studies, IPRO will modify the scope of work requirement for the MCO_ICN, advising the MCOs how to submit.
NUM_ADJ_ICN	76.33	During the remote meeting, it was indicated that the data element was provided as the original ICN value and should have been populated on the Gainwell data. IPRO followed up with Gainwell regarding the missing values, and Gainwell confirmed that a new ICN would be assigned to the data element provided to IPRO. Since the new ICN is not available to the MCOs, IPRO recommends this field be removed from future EDV studies.
LINE_NUMBER	NV	ICN and LINE_NUMBER were utilized to match the EDV study records and the EOHHS data.

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
DTE_ADMISSION	100	
DTE_DISCHARGE	NV	Date of discharge was not validated and will be reviewed in future EDV studies.
DTE_FIRST_SVC_HDR	87.01	During the remote meeting, it was indicated that the discrepancy was on behavioral claims, and Gainwell was displaying the last service date instead of the first service date. This was confirmed by the claim screens and the 837I string that was shared. As a follow-up item, IPRO requested the date of transition for the new encounter management. The date of transition was given as 4/1/2022.
DTE_LAST_SVC_HDR	99.99	
DTE_FIRST_SVC_DTL	98.92	
DTE_LAST_SVC_DTL	65.03	During the remote meeting, it was indicated that it was an identification of service line discrepancy. There are decimal line numbers in the core system. The decimal concept was explained, and examples for line splits were shared. The service line splits occur when some service is paid, and some are denied (an example would be due to preauthorization). It was also indicated that only integers need to be submitted. It was indicated that this issue can be considered as an EDV study pull issue, since the line numbers cannot match if certain previous line numbers had split lines. Reconciliation is done by the value that is in the core system and the values that were submitted in the encounters. As a follow-up item, NHPRI provided screen prints to understand the decimal line number concept. NHPRI indicated in the examples shared that the decimal numbers are translated to sequential line numbers on the 837 file. NHPRI also indicated including the corresponding decimal line number on the 837 file in the REF*6R segment.
ADMITTYP	100	
DIS_STAT	NV	Discharge status code discrepancies were not provided to the MCO for review prior to the remote meeting. The discharge status code discrepancies will be reviewed in future EDV studies.
TYPEBILL	100	IPRO reran the percent discrepancy matching only on the first two digits. The companion guide indicates MCOs should only submit a frequency code of 1 (original), 7 (replacement), or 8 (void). Due to the discrepancy of the frequency code (the third digit), IPRO proposes only the first two digits be submitted for future EDV studies.

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
DRG	NV	Gainwell data included a data element labeled RUG_CDE, but the value was missing. IPRO was not able to match any values to the MCO's submitted DRG codes. IPRO followed up with Gainwell after the remote meeting. Gainwell initially advised that values are being pulled correctly from the database where they are loaded. IPRO further followed up with Gainwell to confirm the correct data field that contains the values for the DRG code.
DIAGCD1	99.96	
DIAGCD2	99.99	
DIAGCD3	99.96	
DIAGCD4	39.63	NHPRI submits values for DIAGCD4–DIAGCD6 and DIAGCD8 in EDV study file. Gainwell data file contains blanks. IPRO followed up with Gainwell after the remote meeting. Gainwell initially advised that values are being pulled from the MCO extracts, but they are not present on the Gainwell data file. IPRO further followed up with Gainwell with examples of discrepancies to review.
DIAGCD5	47.30	NHPRI submits values for DIAGCD4–DIAGCD6 and DIAGCD8 in EDV study file. Gainwell data file contains blanks. IPRO followed up with Gainwell after the remote meeting. Gainwell initially advised that values are being pulled from the MCO extracts, but they are not present on the Gainwell data file. IPRO further followed up with Gainwell with examples of discrepancies to review.
DIAGCD6	55.08	NHPRI submits values for DIAGCD4–DIAGCD6 and DIAGCD8 in EDV study file. Gainwell data file contains blanks. IPRO followed up with Gainwell after the remote meeting. Gainwell initially advised that values are being pulled from the MCO extracts, but they are not present on the Gainwell data file. IPRO further followed up with Gainwell with examples of discrepancies to review.
DIAGCD7	99.96	
DIAGCD8	67.44	NHPRI submits values for DIAGCD4–DIAGCD6 and DIAGCD8 in EDV study file. Gainwell data file contains blanks. IPRO followed up with Gainwell after the remote meeting. Gainwell initially advised that values are being pulled from the MCO extracts, but since they are not present on the Gainwell data file. IPRO further followed up with Gainwell with examples of discrepancies to review.
DIAGCD9	99.96	
DIAGCD10	99.96	
DIAGCD11	94.74	
DIAGCD12	97.92	
DIAGCD13	97.92	
DIAGCD14	94.54	

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
DIAGCD15	95.08	
DIAGCD16	95.67	
DIAGCD17	96.13	
DIAGCD18	96.64	
DIAGCD19	97.30	
DIAGCD20	97.68	
DIAGCD21	97.92	
DIAGCD22	98.17	
DIAGCD23	98.48	
DIAGCD24	98.73	
DIAGCD25	99.12	
SURG1	99.99	
SURG2	99.99	
SURG3	99.99	
SURG4	99.99	
SURG5	99.99	
SURG6	99.99	
SURGDTE1	99.99	
SURGDTE2	100	
SURGDTE3	99.99	
SURGDTE4	99.99	
SURGDTE5	100	
SURGDTE6	99.99	
PTMT_ADJ_DATE	0	NHPRI does not submit this data element on 837I. Only the paid date at the detail level is submitted. IPRO followed up with Gainwell after the remote meeting. Gainwell advised that the header paid date is only required when the MCO is reporting header only paid claims. If reporting detail service line is a paid claim, the MCO should not report header paid date, as reporting both dates will cause a compliance issue. For future EDV studies, IPRO will modify the scope of work requirement for the payment adjudication date
PAIDDATE_HDR	7.20	NHPRI indicated that if global reimbursement claim (bundled claim) is submitted, then the sum of all lines is populated in the PAIDDATE_HDR data element. However, in other cases this data element is not submitted on 837I; only the paid date at the detail level is submitted. For future EDV studies, IPRO will modify the scope of work requirement for the paid date header, advising the MCOs how to submit.

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
AMT_MCO_PAID_HDR	8.43	There were two findings related with the discrepancy: 1. NHPRI submitted the sum of the paid amount of all lines. During the remote meeting, it was confirmed that this is an EDV extraction pull issue, since this was summing up all the detail level lines to populate the header. 2. IPRO reached out to Gainwell also as a follow-up item to understand if Gainwell receives and retains values for this data element. Gainwell confirmed that the values will be 0 if the claim is paid at the detail level for AMT_MCO_PAID_HDR and greater than 0 if the claim is paid at the header level. IPRO will modify the scope of work requirement for the amount MCO paid header.
AMT_OTH_INS_PD_HDR	0.01	NHPRI submitted the sum of other insurance paid amounts across all details. However, Gainwell submitted the sum of both NHPRI paid amounts and other insurance paid amounts. IPRO followed up with Gainwell after the remote meeting. Gainwell initially advised that the value on the Gainwell data extract includes what is provided by the MCOs and not a calculated/summarized value. IPRO further followed up with Gainwell and provided MCO examples for review.
PAIDDATE_DTL	90.44	
AMT_MCO_PAID_DTL	90.41	
AMT_OTH_INS_PD_DTL	0.41	NHPRI populated value for the header and detail data elements. NHPRI indicated that this data element should match with AMT_OTH_INS_PD_HDR on Gainwell populated values. Gainwell contained a 0 for the AMT_OTH_INS_PD_DTL. IPRO will clarify the scope of work requirement for the other insurance paid amounts.
PROCCODE	99.96	
UNITS_BILLED	97.83	
MODIFIER1	99.99	
MODIFIER2	100	
MODIFIER3	100	
MODIFIER4	100	
REVENUE_CODE	97.40	
NDC_CODE	100	
BILLING_PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies.

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
BILLING_PROV_NPI	85.57	NHPRI indicated that primary cause could be merger/acquisition of provider group. IPRO followed up with NHPRI after the remote meeting. NHPRI confirmed that the discrepancy is due to system re-architecture. The transition was made on 10/31/2021 with an effective date of 9/1/2020 for the provider.
ATTENDING_PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies.
ATTENDING_PROV_NPI	0.35	NHPRI indicated that this data element is submitted for every record. IPRO followed up with Gainwell after the remote meeting to understand the logic behind populating NPIs by encounter type. Gainwell initially advised that the information in the file is from the claim information Gainwell receives from the MCOs on the encounter extract file. IPRO has further followed up with Gainwell and provided Gainwell with examples of discrepancies. IPRO also has requested Gainwell to provide the logic by encounter type for NPIs that need to be submitted by the MCOs on the encounter data extracts.
RENDERING_PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies.
RENDERING_PROV_NPI	NV	Rendering Provider NPI was not validated and will be reviewed in future EDV studies.
REFERRING_PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies.
REFERRING_PROV_NPI	100	

Gray shading: < 90% match with MCO discrepancy; yellow shading: < 90% match with MCO reporting study data extraction issue; light green shading: < 90% match and IPRO to follow up with Gainwell; no shading and < 90% match is IPRO/Rhode Island EOHHS/vendor data issue; NV: not validated; MCO: managed care organization; EDV: encounter data validation; EOHHS: Executive Office of Health and Human Services; ID: identifier; DRG: diagnosis-related group; NPI: National Provider Identifier; ICN: internal control number; NHPRI: Neighborhood Health Plan of Rhode Island.

Institutional Outpatient Encounters and Claims

Table 9: Institutional Outpatient Data Element Discrepancies and Findings

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
MCO_NAME	NV	The MCO name was not validated and will be removed from future EDV studies.
PLAN_CODE	NV	Gainwell data included the trading partner ID. For future studies, IPRO will indicate that MCOs should submit the trading partner ID.
MEDICAID_MEMBER_ID	NV	MEDICAID_MEMBER_ID was not validated and will be reviewed in future EDV studies.

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
ICN	NV	ICN and LINE_NUMBER were utilized to match the EDV study records and the EOHHS data.
MCO_ICN	100	
NUM_ADJ_ICN	44.34	During the remote meeting, it was indicated that the data element was provided as the original ICN value and should have been populated on the Gainwell data. IPRO followed up with Gainwell regarding the missing values, and Gainwell confirmed that a new ICN would be assigned to the data element provided to IPRO. Since the new ICN is not available to the MCOs, IPRO recommends this field be removed from future EDV studies.
LINE_NUMBER	NV	ICN and LINE_NUMBER were utilized to match the EDV study records and the EOHHS data.
DTE_FIRST_SVC_HDR	100	
DTE_LAST_SVC_HDR	100	
DTE_FIRST_SVC_DTL	98.66	
DTE_LAST_SVC_DTL	98.66	
TYPEBILL	100	IPRO reran the percent discrepancy matching only on the first two digits. The companion guide indicates MCOs should only submit a frequency code of 1 (original), 7 (replacement), or 8 (void). Due to the discrepancy of the frequency code (the third digit), IPRO proposes only the first two digits be submitted for future EDV studies.
DIAGCD1	100	
DIAGCD2	99.96	
DIAGCD3	99.96	
DIAGCD4	70.11	NHPRI submits values for DIAGCD4−DIAGCD6 and DIAGCD8 in EDV study file. Gainwell data file contains blanks. IPRO followed up with Gainwell after the remote meeting. Gainwell initially advised that values are being pulled from the MCO extracts, but they are not present on the Gainwell data file. IPRO further followed up with Gainwell with examples of discrepancies to review.
DIAGCD5	78.82	NHPRI submits values for DIAGCD4−DIAGCD6 and DIAGCD8 in EDV study file. Gainwell data file contains blanks. IPRO followed up with Gainwell after the remote meeting. Gainwell initially advised that values are being pulled from the MCO extracts, but they are not present on the Gainwell data file. IPRO further followed up with Gainwell with examples of discrepancies to review.

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
DIAGCD6	85.33	NHPRI submits values for DIAGCD4–DIAGCD6 and DIAGCD8 in EDV study file. Gainwell data file contains blanks. IPRO followed up with Gainwell after the remote meeting. Gainwell initially advised that values are being pulled from the MCO extracts, but since they are not present on the Gainwell data file. IPRO further followed up with Gainwell with examples of discrepancies to review.
DIAGCD7	99.98	
DIAGCD8	92.26	
DIAGCD9	99.99	
DIAGCD10	99.99	
DIAGCD11	100	
DIAGCD12	100	
DIAGCD13	100	
DIAGCD14	98.57	
DIAGCD15	98.89	
DIAGCD16	99.11	
DIAGCD17	99.29	
DIAGCD18	99.47	
DIAGCD19	99.60	
DIAGCD20	99.69	
DIAGCD21	99.75	
DIAGCD22	99.82	
DIAGCD23	99.85	
DIAGCD24	99.91	
DIAGCD25	99.93	
SURG1	100	
SURG2	100	
SURG3	100	
SURG4	100	
SURG5	100	
SURG6	100	
SURGDTE1	100	
SURGDTE2	100	
SURGDTE3	100	
SURGDTE4	100	
SURGDTE5	100	
SURGDTE6	100	

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
PTMT_ADJ_DATE	0	NHPRI does not submit this data element on 837I. Only the paid date at the detail level is submitted. As a follow-up item, IPRO reached out to Gainwell to inquire if Gainwell receives and retains this data element or if only the paid date will be considered in future EDV studies. Gainwell advised that the header paid date is only required when the MCO is reporting header only paid claims. If reporting detail service line is a paid claim, the MCO should not report header paid date, as reporting both dates will cause a compliance issue. . For future EDV studies, IPRO will modify the scope of work requirement for the payment adjudication date.
PAIDDATE_HDR	4.82	NHPRI indicated that PAIDDATE_HDR is populated only if global reimbursement claim (bundled claim) is submitted. In other cases, this data element is not submitted on 837I; only the paid date at the detail level is submitted. For future EDV studies, IPRO will modify the scope of work requirement for the paid date header, advising the MCOs how to submit.
AMT_MCO_PAID_HDR	5.66	NHPRI submitted the sum of the paid amount of all lines. During the remote meeting, it was confirmed that this is an EDV pull issue, since this was summing up all the detail level lines to populate the header. IPRO reached out to Gainwell also as a follow-up item to understand if Gainwell receives and retains values for this data element. Gainwell confirmed the values will be 0 if the claim is paid at the detail level for AMT_MCO_PAID_HDR and greater than 0 if the claim is paid at the header level. AMT_MCO_PAID_DTL is populated when paid at the detail level. IPRO will modify the scope of work requirement for the amount MCO paid header.
AMT_OTH_INS_PD_HDR	0.04	NHPRI submitted the sum of other insurance paid amounts across all details. However, Gainwell submitted the sum of both NHPRI paid amounts and other insurance paid amounts. As a follow up item, IPRO reached out to Gainwell to get clarification if this data element is derived on Gainwell's end. Gainwell initially advised that the value on the Gainwell data extract includes what is provided by the MCOs and not a calculated/summarized value. IPRO further followed up with Gainwell and provided MCO examples for review.

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
PAIDDATE_DTL	84.50	During the remote meeting, NHPRI indicated that the discrepancy is due to timing of adjustments.
AMT_MCO_PAID_DTL	84.35	During the remote meeting, NHPRI indicated that the mismatch is due to the denied lines not getting reported and residing in the core system. This creates a discrepancy between what is in the core system and what Gainwell would have reported.
AMT_OTH_INS_PD_DTL	0.97	NHPRI populates value for other insurance paid amounts at detail level when available. NHPRI also indicated that this data element should match with AMT_OTH_INS_PD_HDR on the Gainwell populated values. Gainwell contained a 0 for the AMT_OTH_INS_PD_DTL. IPRO will clarify the scope of work requirement for the other insurance paid amounts.
PROCEDURE_CODE	89.33	During the remote meeting, NHPRI indicated that the discrepancy is due to sequential line number reordering. This happens when denied service lines get dropped; there is a shifting of line numbers to ensure they are sequential in 837I.
UNITS_BILLED	98.75	
MODIFIER1	98.85	
MODIFIER2	99.78	
MODIFIER3	99.99	
MODIFIER4	100	
REVENUE_CODE	96.50	
NDC_CODE	98.09	
BILLING_PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies.
BILLING_PROV_NPI	96.71	
RENDERING_PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies.
RENDERING_PROV_NPI	NV	IPRO compared ATTENDING_PROV_NPI for RENDERING_PROV_NPI for CY 2021.
REFERRING_PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies.
REFERRING_PROV_NPI	100	

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
OPERATING_PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies. Operating Provider information would not be available on the institutional outpatient encounter data extract. For future EDV studies, IPRO will remove OPERATING_PROV_ID from institutional outpatient and ensure it is included on the institutional inpatient.
OPERATING_PROV_NPI	NV	Operating Provider information would not be available on the Institutional Outpatient encounter data extract. For future EDV studies, IPRO will remove OPERATING_PROV_NPI from institutional outpatient and ensure it is included on the institutional inpatient.

Gray shading: < 90% match with MCO discrepancy; yellow shading: < 90% match with MCO reporting study data extraction issue; light green shading: < 90% match and IPRO to follow up with Gainwell; no shading and < 90% match is IPRO/Rhode Island EOHHS/vendor data issue; NV: not validated; MCO: managed care organization; EDV: encounter data validation; ID: identifier; EOHHS: Executive Office of Health and Human Services; NPI: National Provider Identifier; ICN: internal control number; NHPRI: Neighborhood Health Plan of Rhode Island.

Pharmacy Encounters and Claims

Table 10: Pharmacy Data Element Discrepancies and Findings

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
MCO_NAME	NV	The MCO name was not validated and will be removed from future EDV studies.
PLAN_CODE	NV	Gainwell data included the trading partner ID. For future studies, IPRO will indicate that MCOs should submit the trading partner ID.
MEDICAID_MEMBER_ID	NV	MEDICAID_MEMBER_ID was not validated and will be reviewed in future EDV studies.
ICN	NV	ICN and LINE_NUMBER were utilized to match the EDV study records and the EOHHS data.
MCO_ICN	0	NHPRI populated MCO_ICN on both encounter and NCPDP files. This data element, however, is not submitted to Gainwell. For future EDV studies, IPRO will modify the scope of work requirement for the MCO_ICN, advising the MCOs how to submit.
NUM_ADJ_ICN	100	
LINE_NUMBER	NV	ICN and LINE_NUMBER were utilized to match the EDV study records and the EOHHS data.
DTE_FIRST_SVC	100	
DTE_LAST_SVC	100	
PAIDDATE_HDR	99.99	
AMT_PAID_MCO_HDR	99.99	
AMT_TPL_SUBM_HDR	98.98	
AMT_NDC_PROFEE	99.99	

Data Element/Field Name	% Match	Findings for Fields with < 90% Match
PRESC_PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies.
PRESC_PROV_NPI	99.98	
BILLING_PROV_ID	NV	MCOs do not submit provider identification numbers on encounter data files. The provider identification numbers were not validated and will be removed from future EDV studies.
BILLING_PROV_NPI	100	
PRESC_DATE	99.99	
NUM_PRESCRIPTION_ID	100	
DISPENSE_DATE	100	
NDC_CODE	99.18	
QTY_DISPENSE_DTL	98.47	
QTY_DISPENSE_HDR	NV	NHPRI indicated that quantity dispensed is typically reported at the detail level; hence, quantity dispensed at the header is expected to be blank on the IPRO audit and encounter fields.

For future EDV studies, IPRO will modify the scope of work requirement for QTY_DISPENSE_HDR. |
| NUM_DAY_SUPPLY | 100 | |

Gray shading: < 90% match with MCO discrepancy; NV: not validated; MCO: managed care organization; EDV: encounter data validation; ID: identifier; EOHHS: Executive Office of Health and Human Services; NPI: National Provider Identifier; ICN: internal control number; NCPDP: National Council for Prescription Drug Program; NHPRI: Neighborhood Health Plan of Rhode Island.

Summary of Findings

For the CY 2023 EDV study, based on IPRO's discussion with EOHHS, the following data elements were not validated for this study and will be re-evaluated in future studies:

- MCO_NAME and PLAN_CODE data elements were not validated due to naming convention issues and inclusion of trading partners.
- ICN and LINE_NUMBER data elements were not validated. However, they were utilized to match the EDV study records and the Gainwell data.
- MEDICAID_MEMBER_ID was not validated for institutional and pharmacy claim types because Gainwell did not submit this data element. MCOs were populating this field across all claim types.
- DRG, DIS_STAT, DTE_DISCHARGE and RENDERING_PROV_NPI were not validated, as they were not included by IPRO on the MCO discrepant institutional inpatient file.
- All PROV_ID data elements (BILLING_PROV_ID, RENDERING_PROV_ID, REFERRING _PROV_ID, ATTENDING_PROV_ID, OPERATING_PROV_ID, and PRESC_PROV_ID) have not been validated for any claim type, as the MCOs do not submit provider identification numbers on encounter data files to EOHHS.

Challenges identified with conducting the EDV study and review of the discrepant data elements by claim type across all medical MCOs included the following:

- For institutional encounter data types, DIAGCD4–DIAGCD6 and DIAGCD8 had valid International Classification of Diseases (ICD) codes populated for this field by MCOs but not by Gainwell. Gainwell initially advised that values are being pulled from the MCO extracts, but they are not present on the Gainwell data file. IPRO further followed up with Gainwell with examples of discrepancies to review.

Challenges identified with conducting the EDV study and review of the discrepant data elements by claim type for NHPRI included the following:

- NHPRI had an encounter data issue for institutional inpatient and outpatient for other insurance paid amount at the detail level (AMT_OTH_INS_PD_DTL). This was submitted by NHPRI when other insurance amount was available, but the Gainwell value was always 0.
- For institutional inpatient, DIAGCD9–DIAGCD25 have missing values on Gainwell data file. There are inconsistencies regarding which secondary diagnosis code value was missing. IPRO followed up with Gainwell, but Gainwell initially advised that the values are being pulled from the database and are present for these diagnosis priorities when available. IPRO further followed up with Gainwell and provided examples of discrepancies.
- For institutional inpatient, NHRPI had one EDV data extraction issue identified (DTE_LAST_SVC_DTL).
- For institutional inpatient, NHRPI shared the 837I and claim screens, which confirmed that Gainwell was displaying the last service date instead of the first service date (DTE_FIRST_SVC_HDR). There was an issue with 837I string that was submitted to Gainwell.
- For institutional outpatient, NHPRI identified the PAIDDATE_DTL discrepancy to be timing issue, as Gainwell had an earlier date. These claims were indicated to be global reimbursement claims.
- For institutional outpatient, NHPRI had a sequential line reordering issue for AMT_MCO_PAID_DTL and PROCCODE when there were denied lines.

Follow-up and Next Steps

Based upon IPRO's review of the MCO's EDV study file values for the sampled records, identification and research of the discrepant values, review of the discrepant reason codes received from the MCOs, and discussions with the MCOs and EOHHS during and following the teleconferences, there are areas that require further research by encounter type by the MCOs, EOHHS, Gainwell, and IPRO.

EDV reporting study data extraction issues were identified across encounter types. It is expected that the MCO will address and resolve the data extraction issues with future EDV studies.

IPRO will work closely with EOHHS to revise and clarify the scope of work and data elements requested for future EDV studies. IPRO will provide additional guidance on the reporting of service line reordering on the 837 extracts due

to denials of service lines and the reordering of the sequential line numbers, which also impacted the detailed omission and surplus discrepancy analysis.

IPRO will continue to work closely with Gainwell, EOHHS's MMIS, to review the following outstanding discrepancies not resolved by the finalizing of the EDV study report:

- PAIDDATE_HDR and PTMT_ADJ_DATE data elements will be re-evaluated, as MCOs provide paid date information only on the detail level. They also do not provide the adjudication date (PTMT_ADJ_DATE); only the paid date (PAIDDATE_DTL) is submitted.
- IPRO recommends NUM_ADJ_ICN be removed from future EDV studies, since Gainwell confirmed that Gainwell assigns a new ICN to the data element when received and that the new ICN is not available to the MCOs.
- IPRO will work with Gainwell to re-evaluate and advise logic for AMT_MCO_PAID_HDR, AMT_OTH_INS_PD_DTL, and AMT_OTH_INS_PD_HDR based on 837 submissions, and IPRO will clarify the instructions and modify the scope of work requirements on how to submit these data elements.
- All PROV_ID data elements (BILLING_PROV_ID, RENDERING_PROV_ID, REFERRING _PROV_ID, ATTENDING_PROV_ID, OPERATING_PROV_ID, and PRESC_PROV_ID) will not be requested in future EDV studies.
- IPRO will compare only the first two characters of the TYPEBILL field, since the third character contains information on whether the encounter was adjusted or voided. IPRO will modify the scope of work requirement for future EDV studies.
- IPRO will work with Gainwell and re-evaluate populating provider NPI by encounter type when the billing, rendering, referring, attending, and operating NPIs need to be submitted by the MCOs on the encounter data extracts. IPRO will clarify the instructions and modify the scope of work requirements on when to submit these data elements based on encounter type.
- OPERATING_PROV_NPI will be removed from the institutional outpatient scope of work and included in the institutional inpatient scope of work for future EDV studies.
- All MCOs were affected by MCO_ICN on pharmacy claim files, where Gainwell had not populated any values. IPRO will modify the scope of work requirement for the MCO_ICN, advising the MCOs how to submit.
- For pharmacy claims, MCOs indicated that QTY_DISPENSE_HDR and QTY_DISPENSE_DTL are the same value, but it was requested twice on the IPRO audit. Most MCOs have provided values on NCPDP file under QTY_DISPENSE_DTL. IPRO will work with Gainwell and modify the scope of work requirements for future EDV studies.
- Surplus and omission counts were noted for the CY 2023 EDV study; however, due to the timing and system issues related to the sequential reordering of line numbers, IPRO will clarify the instructions and modify the scope of work on how to submit the sequential line numbers on the encounter files for the EDV study.
- For future EDV studies, IPRO will include additional logic to identify if the match is on non-missing values. For example, in the CY 2023 study of professional encounters, IPRO noticed DIAGCD9–DIAGCD12 had missing values on Gainwell's data when provided by MCOs. The data elements DIAGCD9–DIAGCD12 that were missing were inconsistent across MCOs. IPRO has followed up with Gainwell and provided examples of discrepancies for Gainwell to review and address.