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To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.

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**PROVIDER INFORMATION NOTICE**

**PIN:** 15 – 03  
**TITLE:** Medical Encounter Data  
**DATE:** April 15, 2015

This is to provide you with important information regarding the Department's requirements for Medical Encounter Data submission under the MHLA program. The MHLA Agreement states:

*Contractor shall submit to the Department, on a monthly basis and beginning no later than April 1, 2015, utilization or medical encounter data provided in an FTP secure, HIPAA compliant format (such as the 837 Claim/Encounter file format), regarding the provision of Program Services to Participants. Contractor shall report data from all service locations, including satellite, mobile, and school based clinics, and shall accurately indicate the site where services were provided.*

*The Department will provide Contractor with all necessary template(s) for the electronic submission of HIPAA compliant medical encounter data to the Department. Medical encounter data shall be maintained and submitted in such detail, at such time, and in such form as is reasonable and consistent with the Department's requirements, which shall be provided by written notice.*

The submission of encounter data under the MHLA program is a service deliverable under the contract. The MHLA program intends to use the medical encounter data to track utilization of services, make informed decisions about potential program changes, establish normative standards of care and establish quality of care standards for the MHLA program.

**Provider Instructions**

The submission of medical encounter data (which includes submission of pharmacy encounter data) is due to AIA **sixty (60) days** following the end of the month that is being reported. The first medical and pharmacy encounter data submission is due on **June 30, 2015**, for visits that occurred in April 2015, and for every month following.

For example:

- April 2015 Encounter Data is due June 30, 2015
- May 2015 Encounter Data is due July 30, 2015
- June 2015 Encounter Data is due August 30, 2015
- July 2015 Encounter Data is due September 30, 2015
- August 2015 Encounter Data is due October 30, 2015

...and so on, until the termination of the MHLA Agreement.

Because encounter data is due sixty (60) days following the end of the month which is being reported, clinics should always submit this data no later than the 30<sup>th</sup> of that month. If the 30<sup>th</sup> is a weekend or a holiday, clinics will want to make sure that they submit the data prior to that date.



While the submission of encounter data is due sixty (60) days following the end of the month being reported, you may submit additional encounter data or correct previously submitted encounter data at any time. However, any new or revised encounter data submitted after September 30<sup>th</sup> will not be included in the MHLA Annual Report which is provided to the Board of Supervisors and the public.

To report encounter data to the MHLA program, clinics will submit the following to AIA via an electronic or paper-based claim (using the same process and forms that is used currently to submit a claim for payment) :

1. Medical Encounter Data - using the preferred electronic claim (837) Layout (Attachment 1), or a paper claim (CMS 1500 Form) (Attachment 2). Clinics will continue to use Program Code "MHLA" and provide the MHLA ID Number (PERSON ID # on the OEA system) for Included Services.
2. Pharmacy Encounter Data - using the excel spreadsheet (Attachment 3) or pharmacy claim form (Attachment 4).

These claim forms are attached to this PIN, and are also available on the MHLA website (under the tab "For DHS and Community Partners, Reference Manual, PINs and Forms - Tab 7 – Fee-For-Service Billing Information"). You will need a log-in to access these forms, and the log-in is username: **mhlacpp** and password: **Lacounty1**.

A clinic must submit their encounter data to AIA, similar to how a Fee-For-Service claim is submitted currently. Before submitting a claim for payment, it is important that the Participant's data on the Encounter Claim "match" the patient information in One-E-App (OEA). In order to process the medical encounter claim, AIA will look to the MHLA eligibility file provided to AIA by the MHLA program (which is pulled directly from OEA), and then match the medical encounter claim to this file. As when submitting a claim for payment, clinics must ensure that the **PERSON ID#** is correct. If the PID# is incorrect, the medical encounter data will automatically be rejected. Once the Person ID# has been matched, an additional match is performed by using the Last Name and First Name of Patient, the Date of Birth, and the Gender. After AIA confirms that the PERSON ID# matches the OEA enrollment file, then two (2) out of these three (3) identified additional fields must match in order for the medical encounter claim to be accepted.

If you need help submitting the Encounter Data claim form for medical and pharmacy encounters, please email Denise Wampler ([denise@mapinc.com](mailto:denise@mapinc.com)), Marta Contreras [marta@mapinc.com](mailto:marta@mapinc.com) and Kristen Case [kristen@mapinc.com](mailto:kristen@mapinc.com).

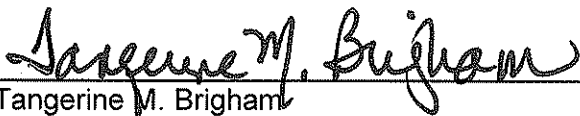
Clinics may fix and resubmit rejected Medical Encounter claims. Clinics will continue to be charged \$1.00 per electronic encounter and \$1.25 per manual encounter for all denied and cancelled medical and pharmacy Encounter Data claims.

If DHS determines that the encounter data being provided by the clinic is deficient, for example if DHS determines that the encounter data is not being submitted completely or accurately, DHS will notify the clinic in writing of such deficiencies. The clinic will then have fourteen (14) calendar days to submit a plan of correction to DHS which explains how the deficiency will be rectified and how the clinic intends to modify their encounter data submission processes in the future to assure that the deficiency will not reoccur. The clinic will also need to resubmit corrected medical encounter data. DHS may, upon written notification to the clinic, temporarily suspend Monthly Grant Funding (MGF) payment if the clinic fails to meet these obligations until such time as the issues or problems are corrected.

Failure to submit encounter data for reported month within sixty (60) days may result in a temporary withholding of MGF payment for the following month. The MHLA Agreement states:

*As provided in Section III.K (1)(e), the Department shall review encounter data for completeness, accuracy, and compliance with formatting and submission requirements. Contractors which are not submitting accurate and complete medical encounter data in a timely and acceptable format after the Department has worked in good faith with the Contractor to resolve data submission issues in a prompt manner, may, at the sole discretion of the Department, be subject to suspension in monthly payments until such time as all medical encounter data has been received and accepted by the Department.*

If you have questions about this PIN, please contact your Program Advocate.



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Tangerine M. Brigham  
Deputy Director, Managed Care Services  
Los Angeles County Department of Health Services

Attachments

- Enc. Attachment 1, Preferred electronic claim (837) Layout
- Attachment 2, Paper claim (CMS 1500 Form)
- Attachment 3, Pharmacy encounter data excel spreadsheet
- Attachment 4, Pharmacy claim form