

Encounter Reporting

NCPDP Resubmissions/

Replacement (Rebills/Reversals)

Michigan Department of Community Health

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of Community Health*



Goals

- ✦ Understand difference between resubmission and replacement (rebill)
- ✦ Know when to resubmit an encounter
- ✦ Understand how to resubmit an encounter
- ✦ Know when to replace (rebill) an encounter
- ✦ Understand how to replace (rebill) an encounter
- ✦ Know when to void (reverse) an encounter
- ✦ Understand how to void (reverse) an encounter

Resubmission vs. Replacement

❁ Resubmission

- ❁ Process to use when the batch or encounter has not made it through the translator or processing and there is subsequently no data for that batch or encounter stored in the Data Warehouse.

❁ Replacement (Rebill)

- ❁ Process to use when the encounter has made it through the translator and processing system, is stored in the Data Warehouse, but for some reason needs to have corrections made to the data that was originally submitted.

When to Resubmit an Encounter

- ❖ If you receive an NCPDP response indicating the submission or encounters within were not accepted.
- ❖ If you receive an NCPDP Error Report with an error message of “Reject Batch” or “Reject Encounter” indicating the submission or encounter could not be processed.

How to Resubmit an Encounter

- ✿ Make required corrections.
- ✿ Keep the encounter designation an “Original” billing.
 - ✿ In the Transaction Header of the Transmission, keep the Transaction Code (103-A3) marked as “B1”.

When to Replace (Rebill) an Encounter

- ✿ Replace is synonymous with Rebill for NCPDP transactions.
- ✿ Rebill if there has been a change in information originally reported, such as claim information, pricing information, or other payer information.

How to Rebill an Encounter

- ✦ Make required corrections.
- ✦ Change encounter designation to “Rebill”.
 - ✦ In the Transaction Header of the Transmission, change the Transaction Code (103-A3) to “B3”.
- ✦ Use the original key. The key of an NCPDP record is made up of:
 - ✦ Cardholder ID
 - ✦ Service Provider ID
 - ✦ Date of Service
 - ✦ Product/Service ID
 - ✦ Prescription/Service Reference Number
 - ✦ Fill Number

When to Reverse an Encounter

- ✿ If the “key” of the original encounter is incorrect.
 - ✿ The reversal would then be followed by an original billing with the corrected key.
- ✿ Unless the key changed, do not reverse an encounter to replace (rebill) an encounter – the replacement (rebill) encounter “voids” the original.

How to Reverse an Encounter

- Change encounter designation to “Reversal”.
 - In the Transaction Header of the Transmission, change the Transaction Code (103-A3) to “B2”.
- Use the original key. The key of an NCPDP record is made up of:
 - Cardholder ID (optional for B2 transactions)
 - Service Provider ID
 - Date of Service
 - Product/Service ID
 - Prescription/Service Reference Number
 - Fill Number

Resubmissions vs. Replacements

Questions?