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October 31, 2022

MEMORANDUM

MEMO NO.
QI-2214

TO: QUEST Integration Health Plans

FROM: Judy Mohr Peterson, PhD *JMP*
Med-QUEST Division Administrator

SUBJECT: CHANGE IN REPROCESSING PENDED EVV ENCOUNTERS

This memo is to inform you that MQD will be making a change in how we reprocess our pended EVV encounters. We will be creating two new EVV encounter edits:

Z944: DENIED – EVV “NO VISIT FOUND” FOUR CYCLES
Z945: DENIED – EVV “UNMATCHED UNITS” FOUR CYCLES

Effective with the December 7, 2022 encounter production cycle, MQD will begin resending EVV encounters that are currently pended with either Z941 (EVV RESPONSE: NO VISIT FOUND) or Z942 (EVV RESPONSE: UNMATCHED UNITS), back to Sandata to re-validate. This will continually be done only on the 1st Wed of each month when the pended encounters are reprocessed. The EVV pended encounters will be reprocessed in 3 more additional cycles (1st Wed only) from December 7, 2022.

If they continue to receive a False flag from Sandata and re-pend in the 4th processing cycle, these encounters will not only re-pend with Z941 or Z942 but in addition, will also pend with the corresponding Z944 or Z945 edit and be placed in Administrative Denied in our system. Also, in the 4th cycle only, the word “Denied” will be added at the beginning of the descriptions for Z941 & Z942.

Thereafter, these encounters will no longer appear in the .241 pend files.

AN EQUAL OPPORTUNITY AGENCY

Example of reprocessing Pended EVV Encounters:

- 12/7/22 (1st Wed cycle): EVV Encounters that were already pended will be re-sent to Sandata. If they re-pend with Z941 or Z942, they will continue to be logged in the .241 pend file.
- 01/04/23 (1st Wed cycle): EVV Encounters that were already pended will be re-sent to Sandata. If they re-pend with Z941 or Z942, they will continue to be logged in the .241 pend file.
- 02/01/23 (1st Wed cycle): EVV Encounters that were already pended will be re-sent to Sandata. If they re-pend with Z941 or Z942, they will continue to be logged in the .241 pend file.
- 03/01/23 (1st Wed cycle): EVV Encounters that were already pended will be re-sent to Sandata. If they re-pend with Z941 or Z942 for the 4th time, they will be logged in the .241 pend file but this time, will also log their corresponding Z944 or Z945 edit and be placed in Administrative Denied in our system.

Below is an example of how the descriptions for the edits of an EVV encounter that continuously pended with Z941 will appear in the .241 pend file of the 4th cycle:

Z941DNLDENIED – EVV RESPONSE: NO VISIT FOUND
Z944DNLDENIED – EVV “NO VISIT FOUND” FOUR CYCLES

- Thereafter, these pended EVV encounters will no longer appear in the .241 pend file.

New EVV encounter submissions that initially pend in subsequent 1st Wednesday cycles after 12/7, will follow a similar process as the above steps where they will be reprocessed in 3 more reprocessing encounter cycles (1st Weds only) from the time of their initial pend. Encounters that re-pend with Z941 or Z942 in their 4th cycle (1st Wed only) will also log Z944 or Z945 in the .241 pend file and be placed in Administrative Denied in our system. Thereafter, they will no longer appear in the .241 pend file.

As a reminder, encounters in Administrative Denied will not be included when calculating capitation rates, so we highly recommend that health plans research their Z941 and Z942 pends and submit corrections as soon they can.

Should you have any questions, please email our Encounters mailbox at:
mqd-encounters@dhs.hawaii.gov.