Managed Care Encounter Data Services

Myers and Stauffer has worked closely with State Medicaid agencies to solve difficult compliance, regulatory, reimbursement, and program integrity issues for over 35 years. Our robust and objective managed care audit and consulting solutions are designed to enhance your ability to appropriately monitor Medicaid managed care health plans, make well-informed funding decisions and ensure plan compliance with federal, state and industry standards.

Our experience has provided us with the knowledge of the issues and concerns that can present the greatest amount of risk to Medicaid managed care programs. Medicaid agency oversight and compliance processes need to be designed to address these risks and we stand ready to help you with these important processes. We understand that it is critical to the mission of Medicaid managed care programs that the encounter data that State Medicaid agencies receive from their managed care health plans have a high level of completeness, accuracy and reliability.
**ENCOUNTER DATA VALIDATION**

Myers and Stauffer has intimate technical experience with encounter data processes and claims adjudication systems for large, national, multi-line health plans as well as small, single market health plans. On our State clients’ behalf, we work closely with these health plans to identify deficiencies and propose solutions that will result in high quality and reliable encounter data being submitted and available to the State agency to use to manage its Medicaid managed care program. We have developed a comprehensive and proven process for systematically obtaining health plan encounters and monitoring the health plan’s compliance with regulatory and contractual requirements related to encounter data submission, including evaluating the encounters to determine areas of concern and assisting in the development of corrective strategies. We are experts at building and maintaining data warehouses for our clients that include both fee for service and encounter data that has been adjusted to eliminate errors for use by the State and its actuaries. Included in our staff are former health plan employees who have a vast level of knowledge of encounters and claims processing systems.

**CMS PROTOCOL 4, EXTERNAL QUALITY REVIEW**

Building on our already extensive knowledge of encounter data, health plan adjudication systems and clinical expertise, Myers and Stauffer is uniquely qualified to assist State Medicaid agencies in achieving their goals and objectives related to the Centers for Medicare & Medicaid Services’ External Quality Review Protocol 4, Validation of Encounter Data Reported by the Managed Care Organization (MCO). This Protocol prescribes five activities which are designed to 1) evaluate the State’s policies and requirements related to encounter data, 2) assess the managed care health plan’s capabilities from both system and human resources perspectives, 3) determine the completeness, accuracy and quality of the encounter data being submitted by each managed care health plan, 4) compare the accuracy of the encounter data to the medical service records of the health care provider, and 5) communicate the results of these activities along with providing recommendations for best practices. While this Protocol is currently voluntary, many of our State clients are taking the initiative to be at the forefront of ensuring the quality of their program data and demonstrating that the financial performance and decisions being made are based on high quality data.

**Spotlight on Protocol 4**

You’ve done your homework. Your contract includes the right language to ensure that your health plans know what is expected of them and they have demonstrated that they are meeting the minimum encounter submission requirements outlined in the contract. By comparing dollars spent by each health plan to dollars reported as paid in your MMIS for encounter claims, you are seeing good completion percentages. But you also know that there are other elements of the encounters claims that are vitally important to the success of your Medicaid managed care program. You want to know that the encounter data in your warehouse is not only complete but also accurate.

CMS’ External Quality Review, Protocol 4, is an excellent way to assess whether the encounter data in your warehouse can be used to determine program effectiveness, accurately evaluate utilization, identify service gaps and make strong management decisions. The Protocol traces an encounter back to its “roots”, ensuring that the data accurately reflects the service that was provided. The Protocol also evaluates both your departmental policies, as well as the policies, procedures and systems of the health plans to identify strengths and opportunities to enhance oversight.

As an activity that is eligible for enhanced federal funding, states can attain a high rate of return from the findings of the Protocol to the amount of state funding required to complete the process. That is in addition to the confidence in knowing how your encounter data stacks up. Our experienced staff are available to answer any questions to get your started with the Protocol.

For more information on our managed care encounter data services, please contact Beverly Kelly, CPA/CFF, CHPS, CFE, by phone at 800.877.6927 or by email at bkelly@mslc.com.