

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
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**CENTER FOR MEDICARE**

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**DATE:** January 27, 2020

**TO:** All Medicare Advantage, Cost, PACE, and Demonstration Organizations Systems Staff

**FROM:** Jennifer R. Shapiro, Acting Director, Medicare Plan Payment Group

**SUBJECT:** Release of Encounter Data Report Cards Q3 2019 – Information

To support the submission of encounter data,<sup>1</sup> CMS has initiated a series of efforts aimed at providing feedback and technical assistance to, and soliciting input from, stakeholders. These efforts include distribution of quarterly report cards, one-to-one communication with plans to resolve technical issues and to gather information about submission challenges, and increased frequency of user group calls with a focus on discussions related to specific submission topics.

This memo announces the availability of the Q3 2019 encounter data report cards in HPMS. Each report card presents information on the encounter data submitted by your organization.

As discussed in the October 4, 20109 Health Plan Management System memo titled, “Encounter Data Report Card Re-design”, the redesigned report cards contain the following enhancements:

- Format changes to make the data machine readable (e.g., removal of merged cells for headings)
- Separate encounter data records from chart review records in Sections 1 & 2
- Changes to benchmarks (records per beneficiary instead of records per 1,000 beneficiaries, addition of contract type)
- Addition of Section 1B to provide information on a contract’s top 5 edits
- Removal of Sections 5 and 6 analysis matching inpatient encounter data records to hospital-submitted claims data (“no-pay claims”)

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<sup>1</sup>Under 42 C.F.R. § 422.310, Medicare Advantage Organizations (MAOs) and other entities under Part C rules are required to submit encounter data for each item and service provided to an MA enrollee. As required under § 422.310(b): Each MA organization must submit to CMS (in accordance with CMS instructions) the data necessary to characterize the context and purposes of each item and service provided to a Medicare enrollee by a provider, supplier, physician, or other practitioner. Additionally, under § 422.310(d): MA organizations must submit data that conform to CMS' requirements for data equivalent to Medicare fee-for-service data, when appropriate, and to all relevant national standards.

## *Report Card Contents*

### **Section 1A**

- Contract's submission frequency of encounter data by quarter for the last five quarters
- Information on rejection rate of submissions (at both the header and line level)
- Average frequency, volume, and rejection rates for contracts within the same enrollment size category of small, medium, or large and contract type
- Volume of encounters submitted per beneficiary
- Volume of chart reviews submitted per beneficiary

### **Section 1B**

- Contract's top five most frequently occurring edits for the last quarter (on a monthly basis) at both the 277 and MAO-002 levels
- The number of encounter data records affected by said edits

### **Section 2A**

- Contract's submission volume by service year for the last three service years, compared against both the totals for the Medicare Advantage Program, a regional benchmark for contracts in the same geographic region, and an average of the similar contract types within the region
- Average volume of claims submissions for the Fee-For-Service (FFS) program within the same assigned benchmarked region and for the FFS program nationally
- Volume of EDRs, CRRs, and FFS claims is presented per beneficiary
- Submission volumes for six service types: professional, inpatient, outpatient, durable medical equipment, home health, and skilled nursing facility

### **Section 2B**

- Presents the data from 2A in chart form on a per beneficiary basis
- Does not include chart review records

Please note that the technical notes can be downloaded from HPMS when downloading the report card, by clicking on the "Technical Notes" link located on the same page as the report card.

To access the report cards, follow this path:

HPMS Home Page > Risk Adjustment > Encounter Data Report Card > 2020 January Update

## *Questions and Comments*

Questions and comments can be addressed to [encounterdata@cms.hhs.gov](mailto:encounterdata@cms.hhs.gov) with the subject heading "Encounter Data Report Card- Q3 2019." Thank you.