

Encounter Flow Responses

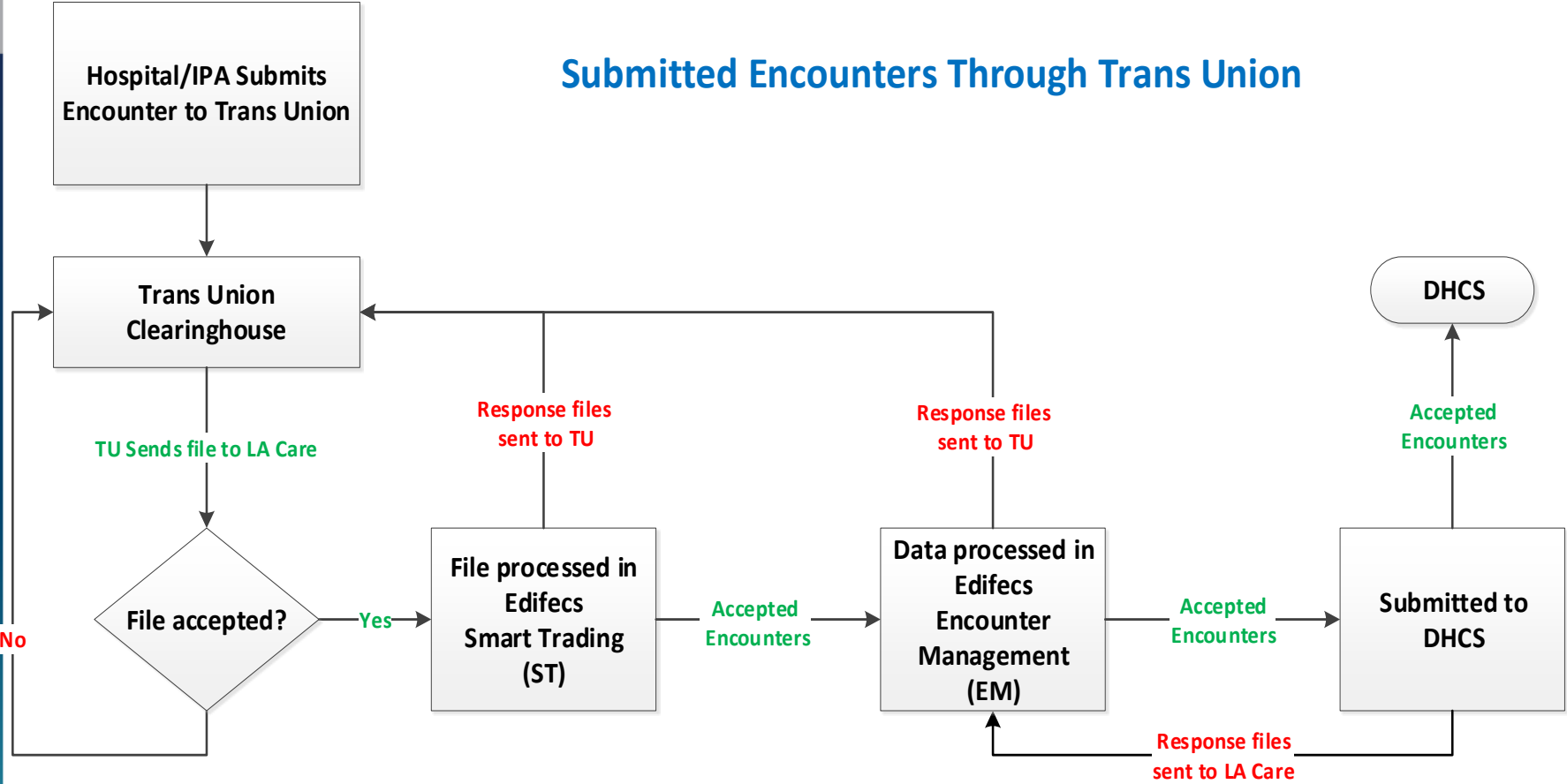


L.A. Care
HEALTH PLAN®

For All of L.A.

Greg White
Director, Encounters

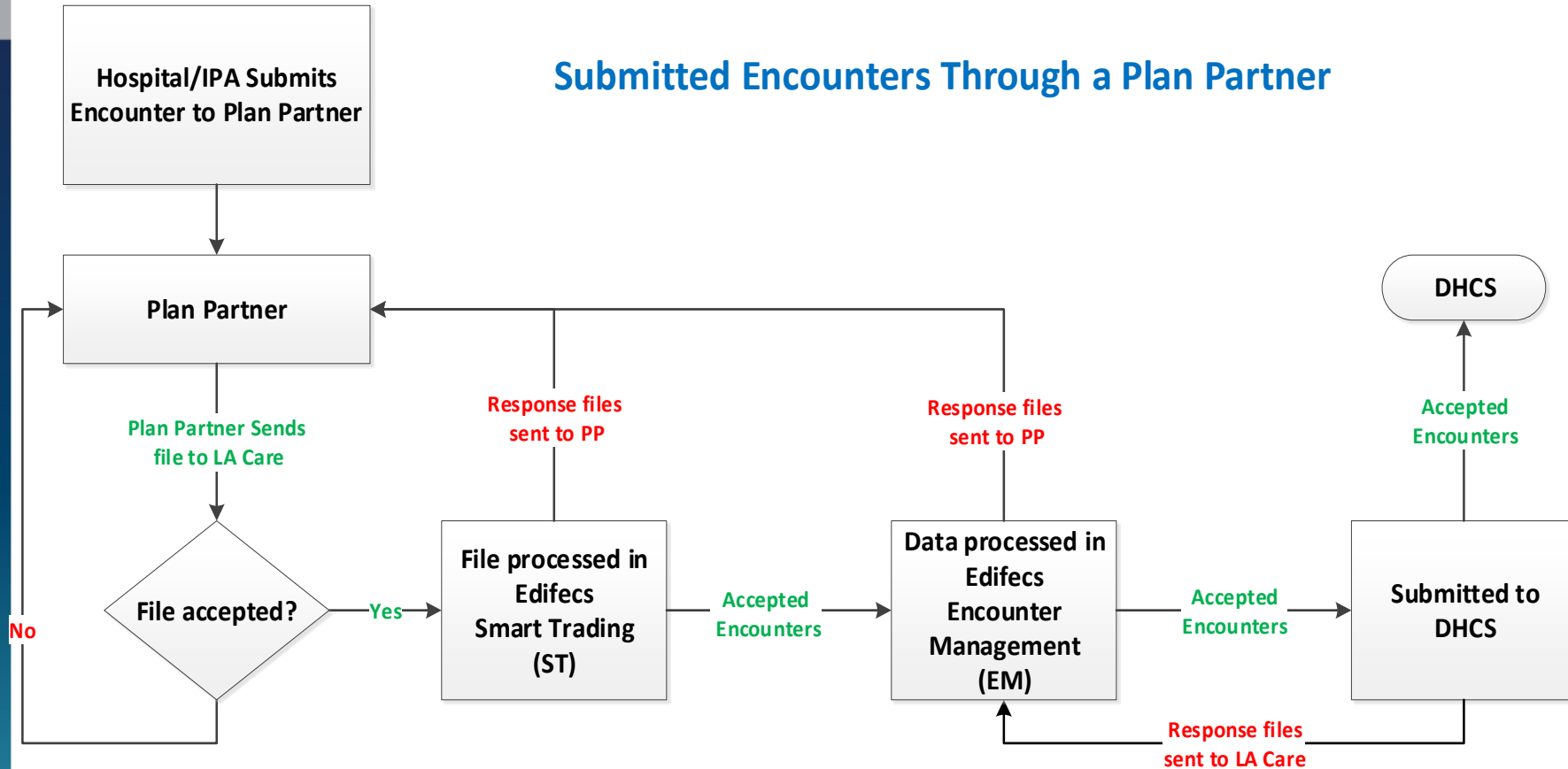
Submitted Encounters Through Trans Union



Note: Notice that denials and acceptance responses from DHCS to LA Care do not flow downstream to the original submitter!



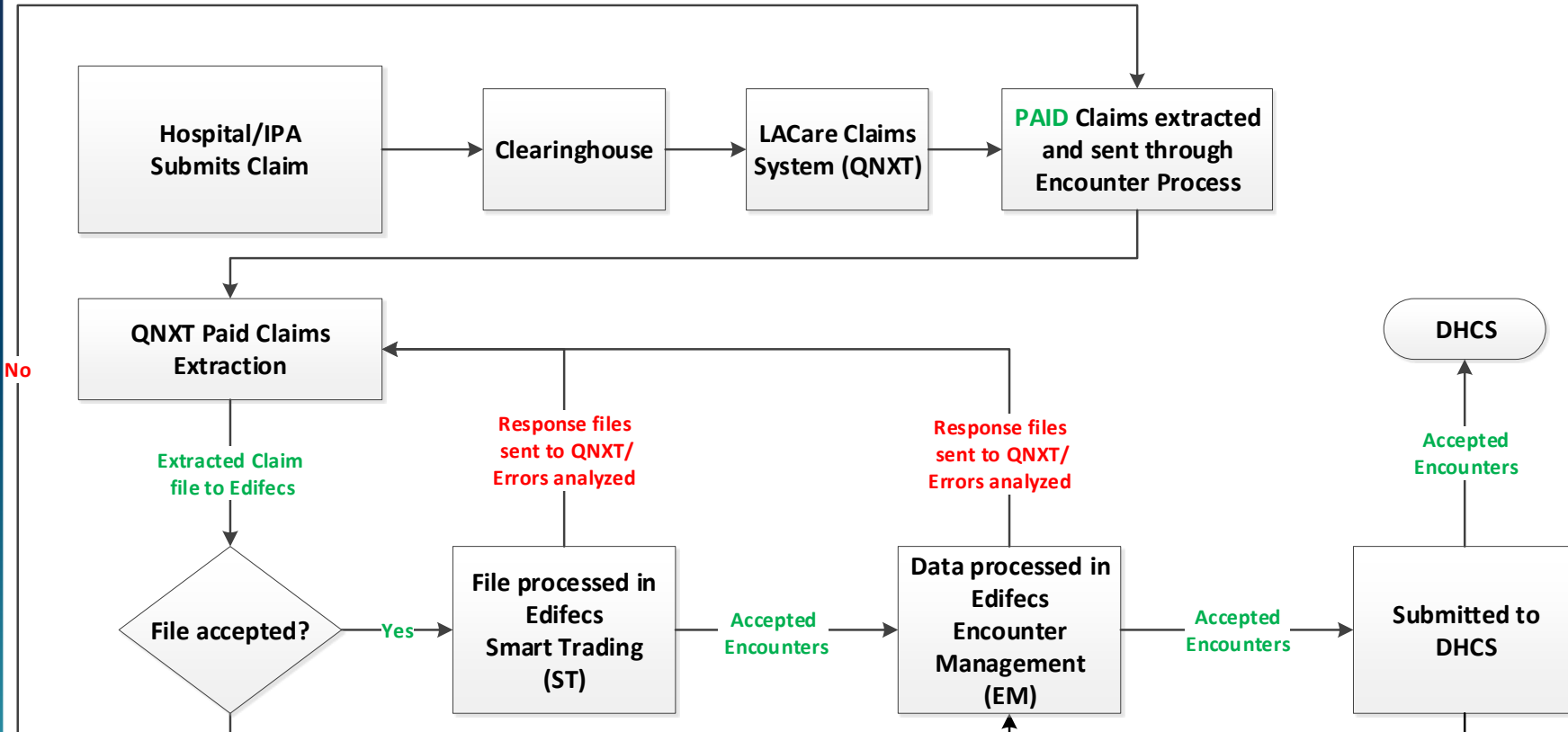
Submitted Encounters Through a Plan Partner



Note: Notice that denials and acceptance responses from DHCS to LA Care do not flow downstream to the original submitter!



Submitted Claim Through QNXT



QNXT rejections are analyzed by a group from Claims and Encounter teams and addressed through Correction, Education, configuration,

Note: Notice that denials and acceptance responses from DHCS to LA Care do not flow downstream to the original submitter!



Timeliness Requirements (DHCS)

What the State requires of LA Care

Professional (837 P)				
Percentage Received	65%	80%	95%	<5%
Days (Date encounter is received by L.A. Care minus End Date of Service)	90	180	365	>365

Institutional (837 I)				
Percentage Received	60%	80%	95%	<5%
Days (Date encounter is received by L.A. Care minus End Date of Service)	90	180	365	>365

Pharmacy (NCPDP Post Adjudication Standard)				
Percentage Received	80%	95%	99%	1%
Days (Date encounter is received by L.A. Care minus End Date of Service)	90	180	365	>365

What we require of submitters

Professional (837 P)				
Percentage Received	65%	80%	95%	<5%
Days (Date encounter is received by L.A. Care minus End Date of Service)	60	150	330	>330

Institutional (837 I)				
Percentage Received	60%	80%	95%	<5%
Days (Date encounter is received by L.A. Care minus End Date of Service)	60	150	330	>330

Pharmacy (NCPDP Post Adjudication Standard)				
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