BlueCross BlueShield Association

Adjustment
User Manual

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1. Getting Started

Welcome to BlueSquared, or Blue$^{2®}$, which is the Blue Cross Blue Shield Association's remotely deployed application suite that facilitates inter-Plan business processes in real time by providing common Plan services and inter-Plan messaging services. The business objectives for Blue^2 are to improve provider satisfaction, facilitate operational excellence and increase speed to market for business solutions. The business processes currently supported by Blue^2 include the ability to:

- Request and respond to medical record and pre-existing information requests.
- Send and respond to general inquiries and/or misrouted claims.
- Transmit informational messages, miscellaneous attachments, COB questionnaires and Global Fee messages.
- Create HIPAA claim status inquiries for inter-Plan claims (both ITS and non-ITS).
- Perform listing searches by SCCF#, Subscriber ID Number and Format Type.
- Generate and respond to Provider Quality Issues (PQI) and Case Specific Rate Negotiation (CSRN) requests.
- Send and respond to Claim Appeal Requests.
- Send Claim Appeal Misroute and Claim Appeal Status messages.
- Send and respond to Escalation Requests.
- View Blue^2 messages and ITS formats on another Plan's database.
- Create, update and send Submission Formats (SF), incorporating functionality that is currently supported via the ITS Online Entry and Correction (OEC) tool.
- Create, update and send Disposition Formats, incorporating functionality that is currently supported via the ITS Home Plan Aid (HPA) Workstation.
- Creating adjustment requests, adjustment responses and cancel adjustment messages.

Business functions to be supported in upcoming releases include the ability to:

- Managing Plan Profile capabilities.

The technical vision for Blue^2 is to be an extendable, flexible platform for services to support current and future Plan business requirements. The technical goal for Blue^2, in both the short and long term, is to ensure the best possible framework for integration with Plan systems.

1.1 About This Manual

This manual explains how to use Adjustment Messages starting in Release 14.5 and is intended for Plan staff.

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1.2 Reference Documents

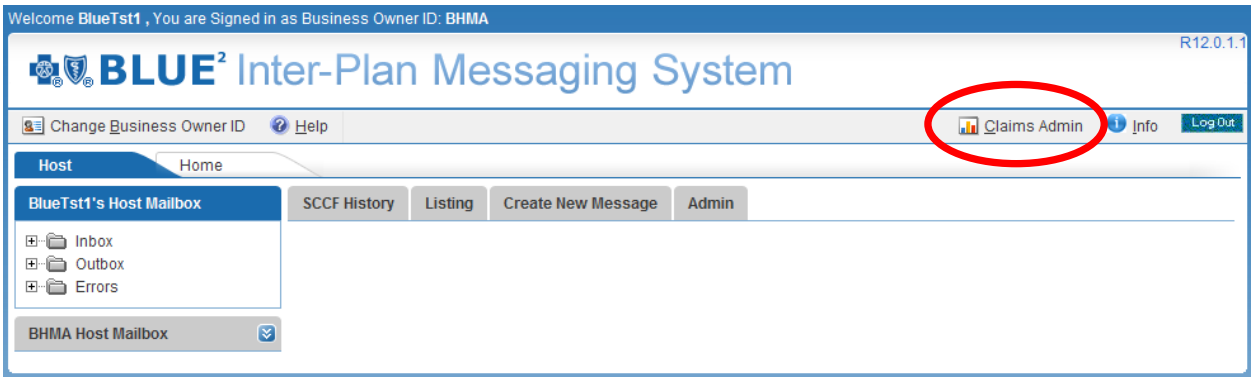
Document	Description
Licensee Requirements Manual for Blue^2 Release 14.5 is on the National Programs Release 14.5 BlueWeb page.	This document provides Plans with direction and guidelines on how to implement Blue^2 into their local workflows, processes and applications.
The Inter-Plan Programs Manual is on the Inter-Plan Programs Manual BlueWeb page.	The Inter-Plan Programs Manual provides the rules, requirements and guidelines for Inter-Plan Programs.
ITS and Blue^2 14.5 Release Notes are on the National Programs Release 14.5 BlueWeb page.	This is a technical document which includes lists of enhancements, fixes to production defects and open variances.
A list of all Blue^2 application messages is available via the Inter-Plan Data Model Documentation (metadata) site at http://blueweb.bcbs.com/metadata/ under the link for "Product-Specific" information.	Clicking on the Info Button at the upper right of the Blue^2 screen also brings the user to this metadata, under the "Product-Specific" information link.
Online demonstration modules will be provided on the National Programs Release 14.5 BlueWeb page.	Online demonstration modules for all Blue^2 show the functions, and then become interactive, giving the user a chance to get "hands-on" practice.

1.3 Starting Blue^2

This section describes how to log on to Blue^2. Please contact your Blue^2 System Administrator or your Plan's Help Desk for your login ID and password.

1. Type your user name in the User Name field.
   Your user name is not case-sensitive at the log-in screen. Please ensure that you use the same user name each time you log in to Blue^2, as this will impact the items you receive in your mailbox if your Plan has chosen to use this feature. This case sensitivity only applies to the user name and will be corrected in a future release.
2. Type your password in the Password field.
3. Click Login.

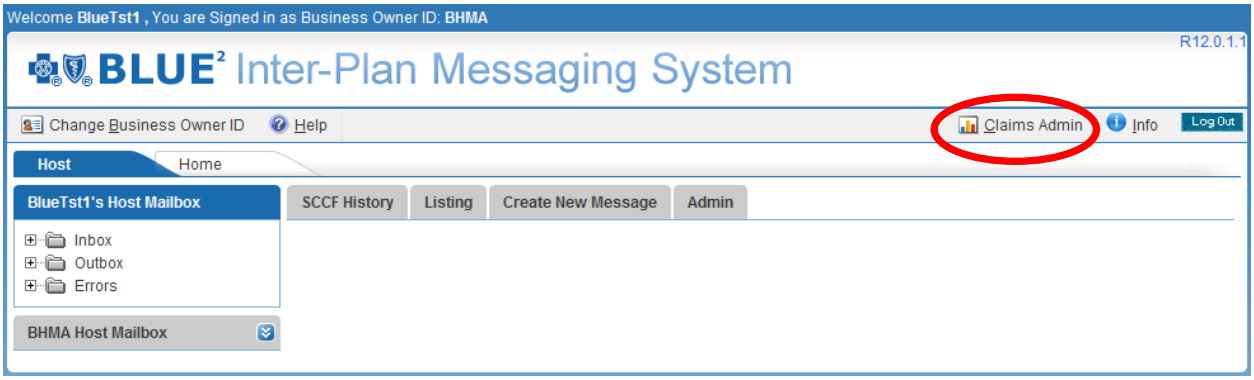
Blue^2 will open as shown below. The “Admin” tab will only appear if the user's security role includes administrative capability. The "Claims Admin" button (circled below) will only appear if Claims Admin is enabled and the user has the appropriate security role to access Claims Admin. To learn more about the Claims Administration application, see the Claims Administration User Manual.



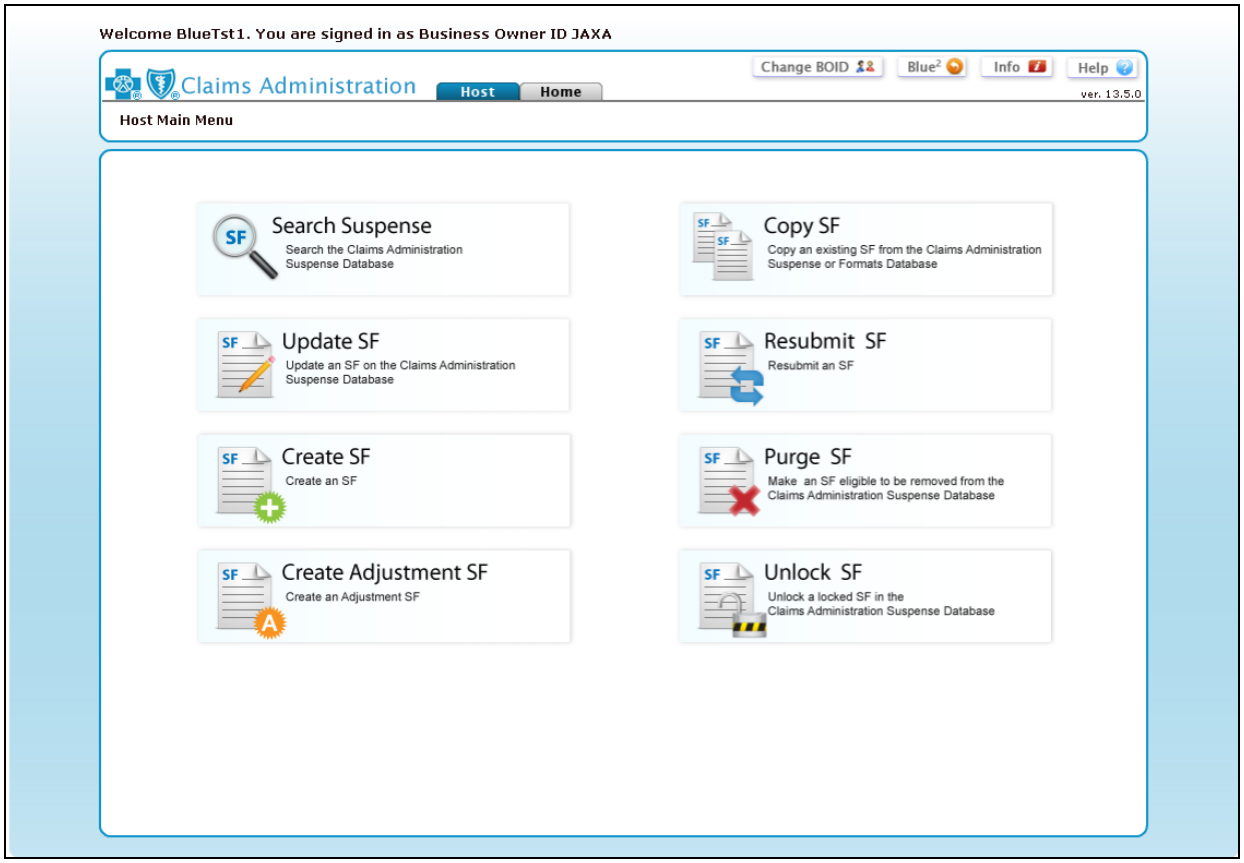
The software version number appears in the upper-right corner of every screen.

1.4 Accessing Claims Administration

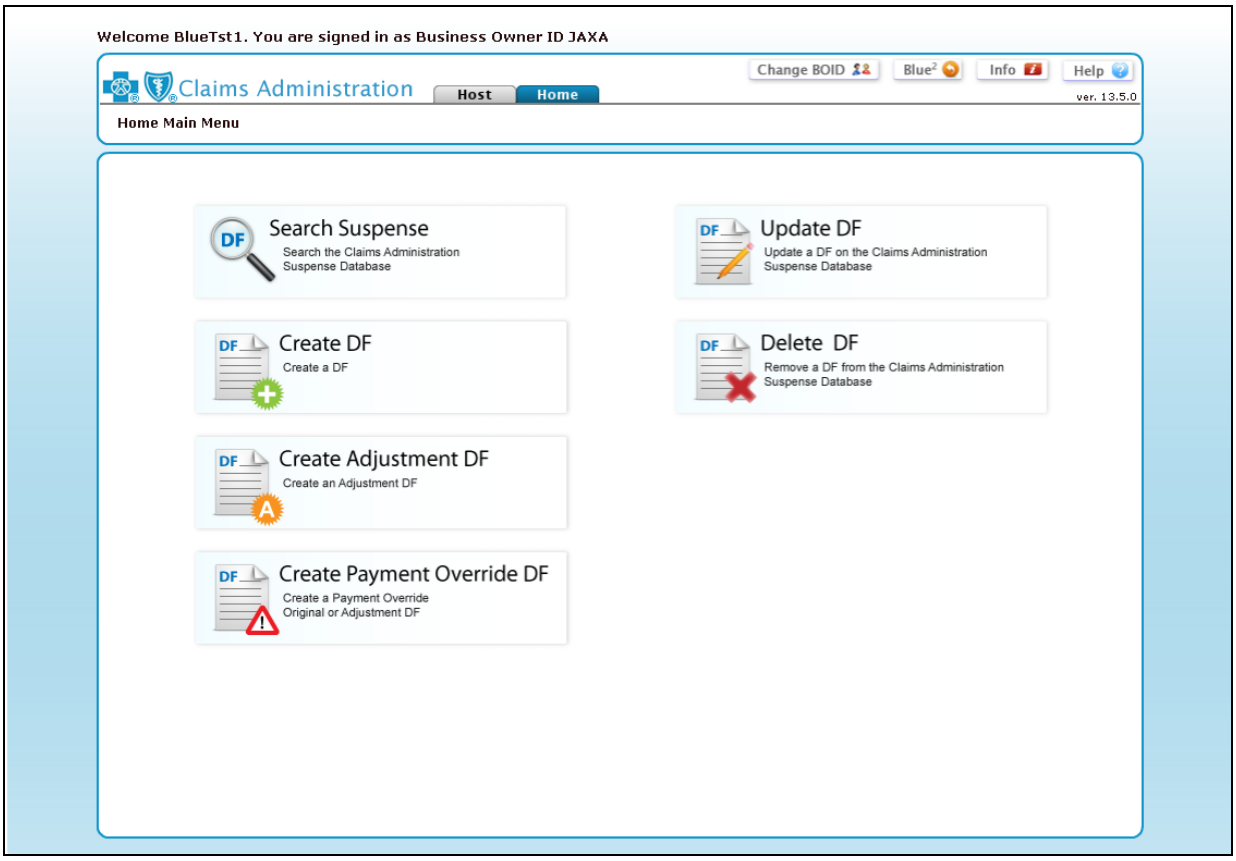
To access the Claims Administration application from Blue^2, select the “Claims Admin” button on the application header. Users may access Claims Administration to create their Adjustment SF and Adjustment DF’s. The "Claims Admin" button will be displayed only if Claims Admin is enabled and the user has the appropriate security role to access Claims Admin.



The Claims Administration application will appear.



Host Main Menu

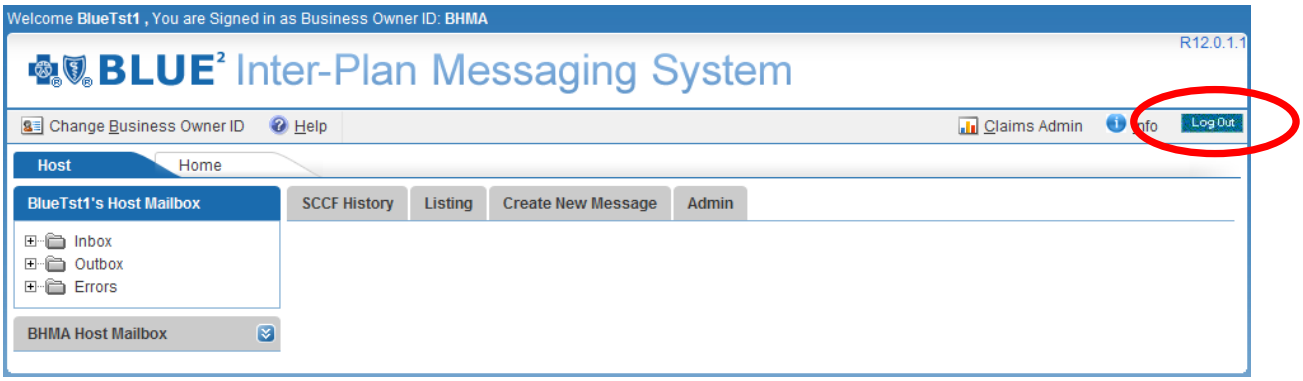


Home Main Menu

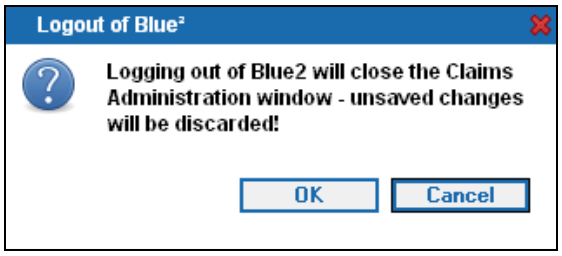
To learn more about the Claims Administration application, see the Claims Administration application User Manual.

1.5 Logging Out

To log out of Blue^2 select “Log Out” on the application’s header.



If you are logged into Claims Admin when you attempt to log out of Blue^2, you will receive this notice.



2. Adjustment Summary Overview

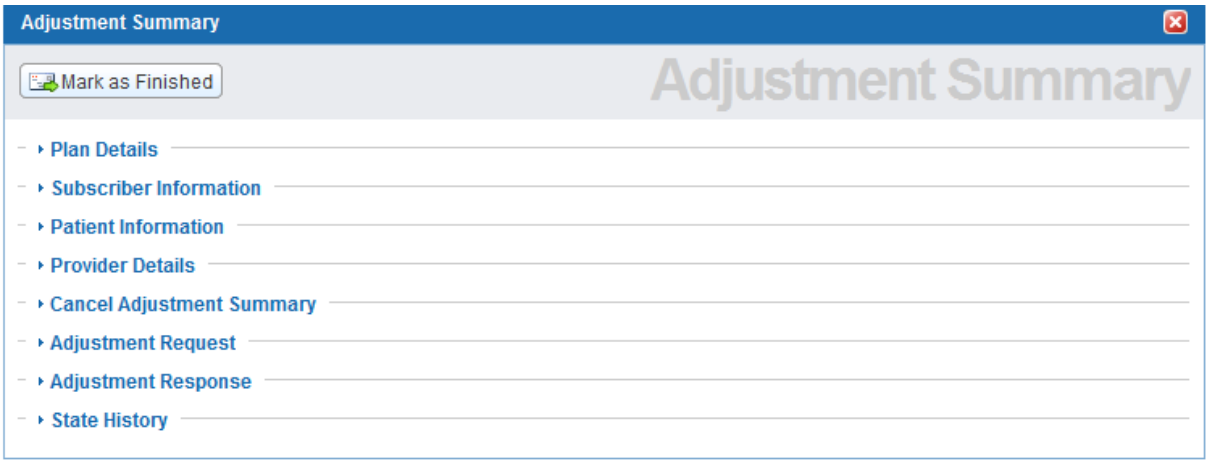
2.1 Adjustment Messages Overview

The Adjustment Request, Adjustment Response and Cancel Adjustment messages are all part of the Adjustment Summary, which makes the Adjustment Message just one message while also displaying separate messages in SCCF History and Listing.

	SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code
	01020093482130100	SF	V	--	Closed	--	12/01/2009	II	BAT1234	--	--
	01020093482130100	DF	V	1	Closed	--	12/16/2009	II	BAT1234	--	--
	01020093482130100	ADJUSTREQ	--	--	Closed	PRSD	05/03/2014	II	BAT1234	205	--
	01020093482130100	CNCLADJREQ	--	--	Closed	PRSD	05/03/2014	II	BAT1234	315	--
	01020093482130100	CNCLADJRESP	--	--	Closed	PRSD	05/03/2014	II	BAT1234	315	136
	01020093482130100	ADJUSTRESP	--	--	Closed	PRSD	05/03/2014	II	BAT1234	205	200
	01020093482130100	ADJUSTREQ	--	--	Closed	PRSD	05/03/2014	II	BAT1234	230	--
	01020093482130100	ADJUSTRESP	--	--	Closed	PRSD	05/03/2014	II	BAT1234	230	300

2.2 Adjustment Summary

The Adjustment Summary not only includes details of the Adjustment Request, Adjustment Response and/or Cancel Adjustment messages, but information from the Disposition Format (DF) in which the Adjustment Request was initiated. (Adjustment Request, Adjustment Response and Cancel Adjustment section will be reviewed in separate sections.)



2.2.1. Plan Details

The following fields are included in the Plan Details section:

Message ID: The unique identifier assigned to all Blue² messages.

Claim SCCF Number: The original, unique number assigned to each ITS standard claims collection facility (SCCF) claim (to specify when there have been multiple cross-reference SCCF#s).

Date of Service: Displays the date of service.

Originating Plan Code/Station Code: Displays the Plan Code/Station Code of the Plan sending the message.

Destination Plan Code/Station Code: Displays the Plan Code/Station Code of the Plan receiving the message.

Host Plan Control #: Displays the control number assigned by the local Plan receiving the claim to facilitate records retrieval or file coordination.

Processing Site Control #: Displays the control number assigned by the processing site for the claim to coordinate files or facilitate retrieval of records.

Claim Type: Displays the claim type.

Total Charges: Displays the total charges for all services.

Total Amount Approved for Payment: Displays the total amount approved for payment to the provider or subscriber by the processing site for the claim.

2.2.2. Subscriber Information

The following fields are included in the Subscriber Information section:

First Name: Displays the subscriber's first name.

Last Name: Displays the subscriber's last name.

Middle Name: Displays the subscriber's middle name/initial.

Actual Subscriber ID: Identifies the subscriber identification number assigned by the Blue Cross and Blue Shield Plan. It is used for adjudicating the claim at the processing site. The first three positions contain the Prefix.

2.2.3. Patient Information

The following fields are included in the Patient Information section:

Date of Birth: Displays the patient's date of birth.

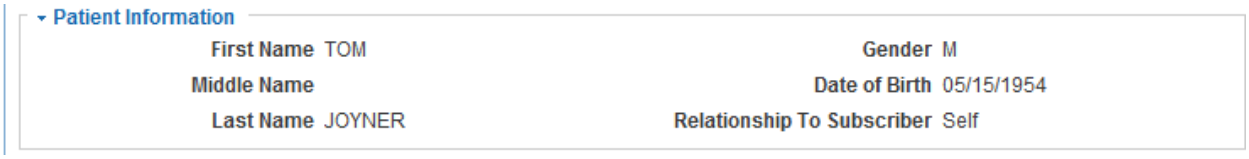
First Name: Displays the patient's first name.

Gender: Displays the patient's gender.

Last Name: Displays the patient's last name.

Middle Name: Displays the patient's middle name/initial.

Relationship to Subscriber: Displays the patient's relationship to the subscriber.



2.2.4. Provider Details

The following fields are included in the Provider Details section:

BCBS Provider Number: Displays the number assigned to the provider by the Blue Cross and Blue Shield Plan.

City: Displays the provider's city.

Country: Displays the provider's country.

Federal Tax ID: Displays the provider's federal tax ID.

National Provider ID: Displays the provider's unique health identifier used in HIPAA standard transactions.

Provider Name: Displays the provider name.

State or Province: Displays the provider's state or province.

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Street Address: Displays the provider's street address.

ZIP or Postal Code: Displays the provider's ZIP or postal code.

Provider Details

Provider Name	ST VINCENTS BIRMINGHAM	**Street Address**	810 SAINT VINCENTS DR
BCBS Provider Number	010001	**City**	BIRMINGHAM
National Provider ID	1841298999	**State or Province**	AL
Federal Tax ID	630288864	**ZIP or Postal Code**	352051601
		Country	US

2.2.5. State History

The following fields are included in the State History section:

State: The processing status of the Blue[2] message. The values include Processed, Processing, Failed and Finished.

Time Stamp: The date and time that the message state was applied.

User ID: Displays the Blue[2] User ID.

Internal Comments: Comments added while message was open or created.

State History

State	Timestamp	UserId	Internal Comments
Processed	05/05/2014 12:11:36	SYSTEM	Successfully Received Adjustment Response Message
Processed	05/05/2014 12:11:36	SYSTEM	Adjustment/Response
Processed	05/05/2014 12:10:14	rnishanth	Adjustment/Request
Processing	05/05/2014 12:10:10	rnishanth	Adjustment/Request

2.3 Display

The Adjustment message (Request, Response and Cancel) is one Blue[2] Message, displayed as separate messages to aid the user in identifying the action taken on the Adjustment. When selecting the Adjustment Request, Adjustment Response or Cancel Adjustment, the message will take the user to the Adjustment Summary screen.

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code
01020140146676800	SF	V	--	Closed	--	08/15/2013	P	XJB010201325	--	--
01020140146676800	DF	V	1	Closed	--	03/26/2014	P	XJB010201325	--	--
01020140146676800	ADJUSTREQ	--	--	Closed	PRSD	05/05/2014	P	XJB010201325	296	--
01020140146676800	ADJUSTRESP	--	--	Closed	PRSD	05/05/2014	P	XJB010201325	296	300
01020140146676800	[illegible]	V	1	Closed	--	04/30/2014	P	XJB010201325	--	--

Click either the ADJUSTREQ or the ADJUSTRESP to view the associated Adjustment summary and details.

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2.4 Section 2 Highlights

In Section 2, the following points were covered about the Adjustment Summary and Display:

- The Adjustment Summary Message is one message which includes all components of an Adjustment:
    - Adjustment Request Message.
    - Adjustment Response Message.
    - Cancel Adjustment Message.
- The display for the Adjustment Messages is broken out on the SCCF History Search Results to provide Plan users details on the Adjustment, much like the NF 06, NF 07 and NF 00 appear today.
- The Adjustment Message contains different sections of detailed information that have been prepopulated from the DF.

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3. Adjustment Request Message Overview

3.1 Adjustment Request Details

The following fields are included in the Adjustment Request Details section:

DF SCCF Number: The 17-digit SCCF of the most recent DF. This is systematically populated in the Adjustment Request Details section.

Adjustment Receipt Date: Date the Plan (Host or Home) received the Adjustment Request from an internal (customer service, membership, etc.) or external (provider, third-party, etc.) source. This field is required on all Adjustment Request messages.

Adjustment SF Indicator: Indicates whether an adjustment SF will be sent to the processing site. The Adjustment SF Indicator is a required field on the Adjustment Request Message. The indicator can be prepopulated or selectable (Y-yes or N-no) depending on the Host or Home Adjustment Reason Code.

Cross-Reference SCCF Number: Displays the SCCF number of the adjustment SF. This field is prepopulated on the Host Adjustment Request Message and the Host Adjustment Response Message once the Adjustment SF is posted and then displayed on the Adjustment Request Message. Once populated, the Cross-Reference SCCF Number is hyperlinked so users can click on the SCCF number and then view it in the SCCF History Search Results.

Previous Cross-Reference SCCF Number: Displays the Cross-Reference SCCF Number of the previous adjustment SF. This field is prepopulated and protected on the Adjustment Request Message.
Cash Refund Indicator: Displays the status of the cash amount to be refunded to the local Plan from the provider or member. This is a required field and selectable (Y-yes or N-no) to the user on the Adjustment Request Message.

Cash Refund Amount: Displays the amount refunded from the provider or member to the local Plan. This is a conditional field and enterable on the Adjustment Request Message. The Cash Refund Amount is entered when the Cash Refund Indicator is populated with a “Y” value.

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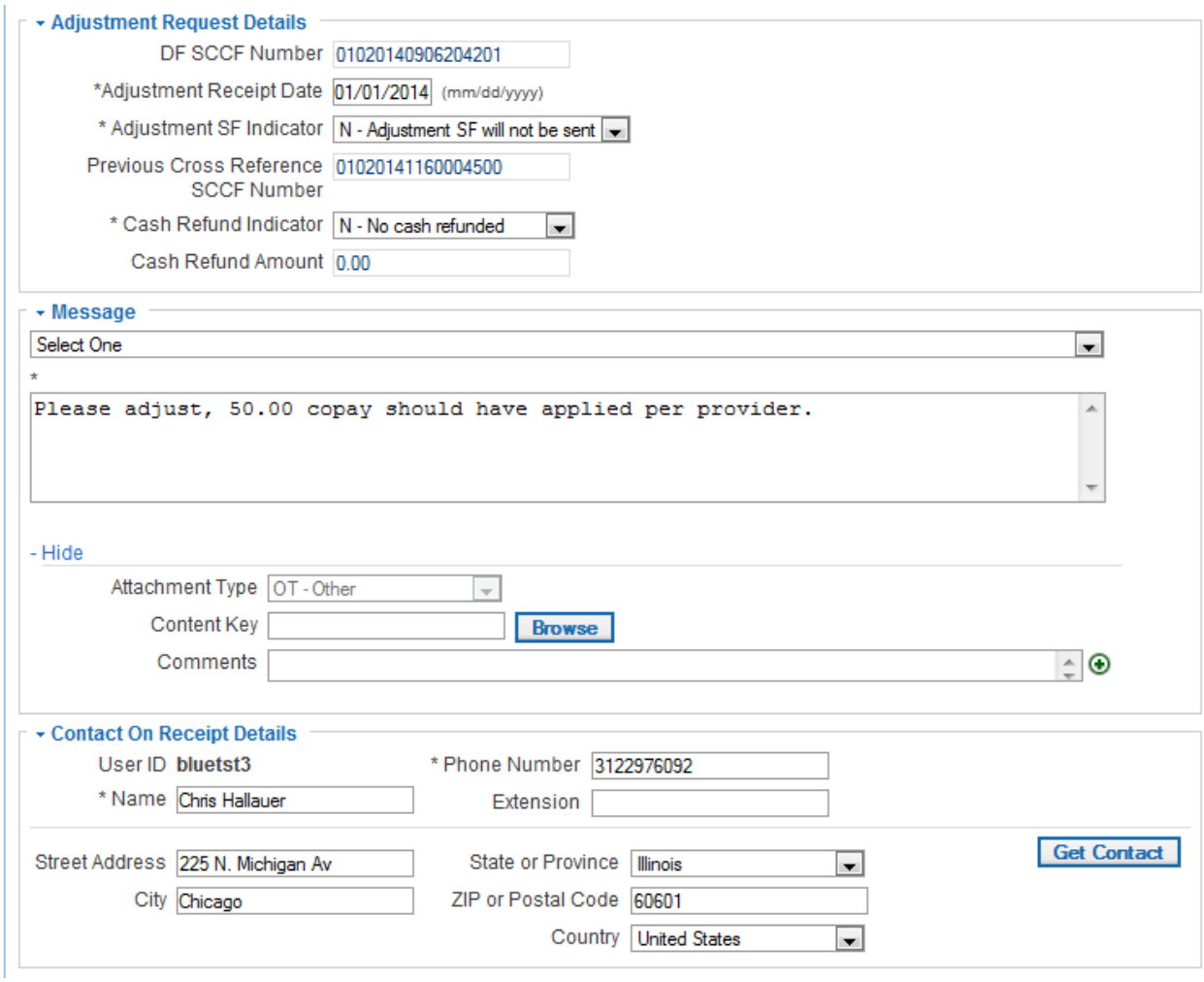
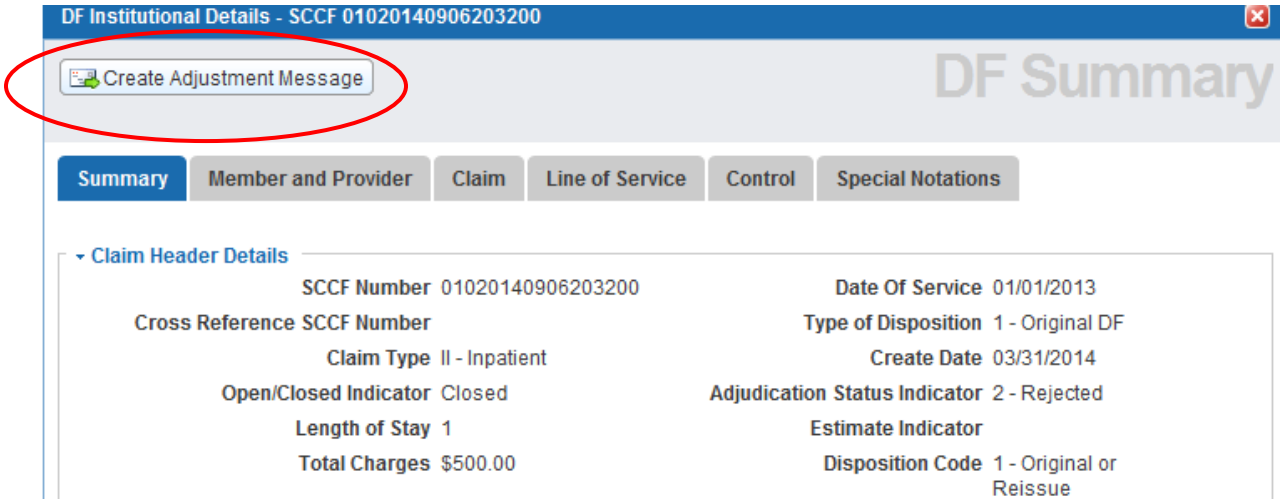


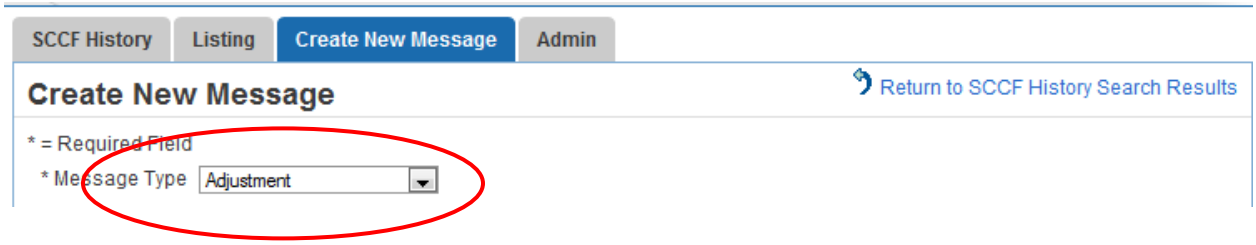
3.2 Initiating Adjustment Request Messages

Adjustment Request messages can be initiated by either the Host or the Home Plan off the most recent and valid DF. In Blue[2], there are several ways to access and send Adjustment Request Messages:

- From the **DF Summary**, it can be initiated in the SCCF History or Listing Tab.



- The **Create New Message** Tab provides a direct interface to create a new message.

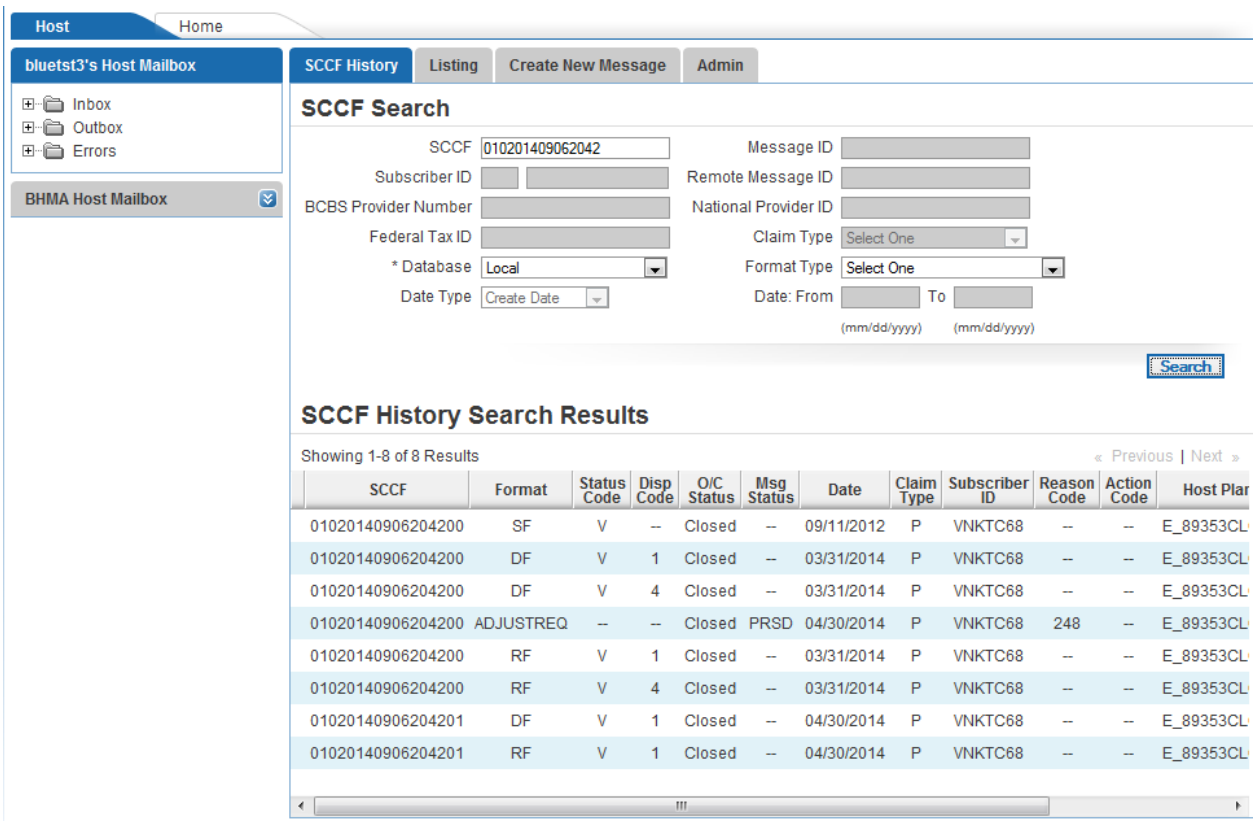


3.3 Create New Message Tab

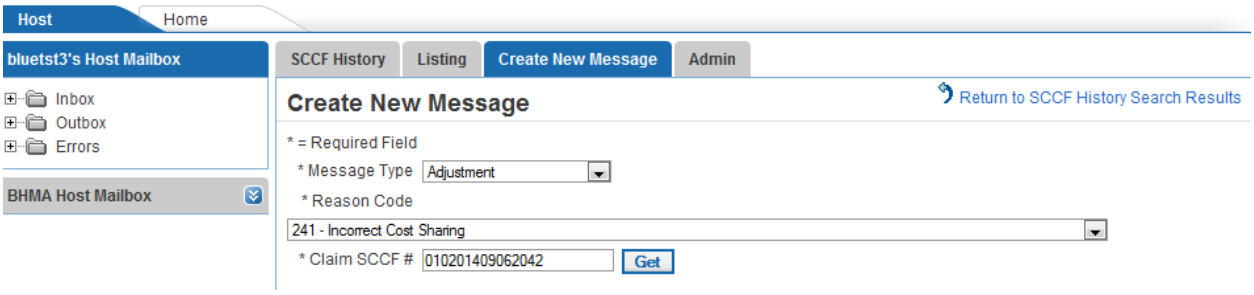
When sending an Adjustment Request through the Create New Message Tab in Blue[2], the Adjustment Request will always be taken from the most recent DF for that SCCF. This includes both a 15-digit SCCF and a 17-digit SCCF, as seen in the examples below.

3.3.1. Adjustment Request with a 15-digit SCCF

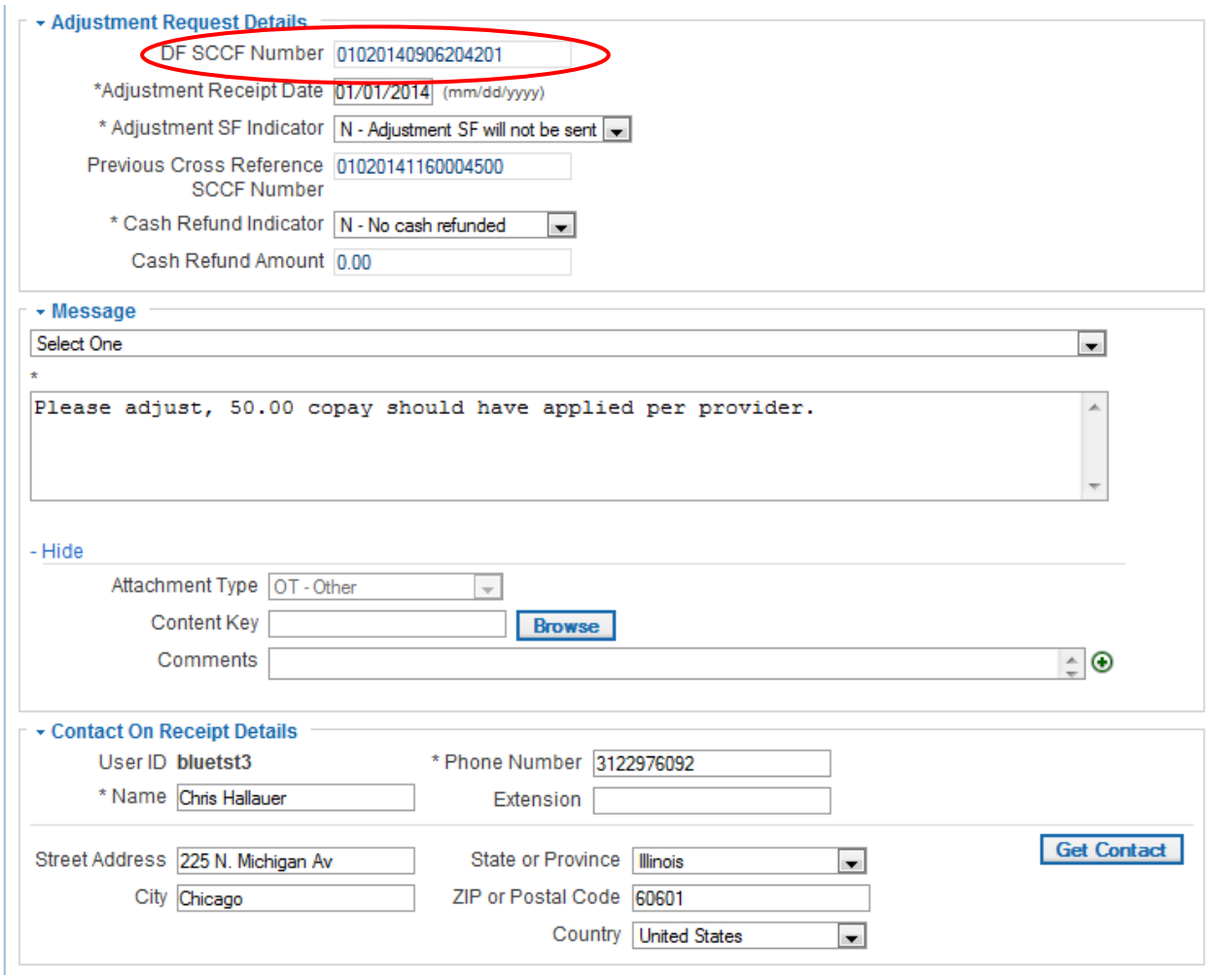
The 15-digit SCCF will bring up the entire SCCF, including any adjustments (suffix 01, 02, etc.), as shown in the example below from the SCCF History Search Results:



When initiating an Adjustment Request for this SCCF the user will select the Create New Message Tab. From the drop-down box under Message Type, choose Adjustment along with the most appropriate Reason Code and then input the 15-digit SCCF Number.



The Adjustment Request Details includes the most recent DF SCCF Number (17-digit) being adjusted as shown below.



The 15-digit SCCF used to create the Adjustment Request Message from the Create New Message Tab will create the request on the most recent and valid DF.

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140906204200	SF	V	--	Closed	--	09/11/2012	P	VNKTC68	--	--	E_89353CL
01020140906204200	DF	V	1	Closed	--	03/31/2014	P	VNKTC68	--	--	E_89353CL
01020140906204200	DF	V	4	Closed	--	03/31/2014	P	VNKTC68	--	--	E_89353CL
01020140906204200	ADJUSTREQ	--	--	Closed	PRSD	04/30/2014	P	VNKTC68	248	--	E_89353CL
01020140906204200	RF	V	1	Closed	--	03/31/2014	P	VNKTC68	--	--	E_89353CL
01020140906204200	RF	V	4	Closed	--	03/31/2014	P	VNKTC68	--	--	E_89353CL
01020140906204201	DF	V	1	Closed	--	04/30/2014	P	VNKTC68	--	--	E_89353CL
01020140906204201	ADJUSTREQ	[illegible]	--	Open	PRSD	05/13/2014	P	VNKTC68	241	--	E_89353CL
01020140906204201	RF	V	1	Close[illegible]	[illegible]	04/30/2014	P	VNKTC68	--	--	E_89353CL

Most recent DF is SCCF 01020140906204201

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3.3.2. Adjustment Request with 17-digit SCCF

The 17-digit SCCF will bring up the SCCF's for the exact 17 digit SCCF.

When creating an Adjustment Request Message from the Create New Message Tab using the 17-digit SCCF, the exact 17-digit SCCF must be used.

In the example below, SCCF 010201409062039 has been adjusted three times. The most recent DF is on 01020140906203903**02,** as seen below.

SCCF History Search Results

Showing 1-16 of 16 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140906203900	SF	V	--	Closed	--	09/11/2012	P	VNKTC68	--	--	E_89353C
01020140906203900	DF	V	1	Closed	--	03/31/2014	P	VNKTC68	--	--	E_89353C
01020140906203900	DF	V	4	Closed	--	03/31/2014	P	VNKTC68	--	--	E_89353C
01020140906203900	ADJUSTREQ	--	--	Closed	PRSD	05/14/2014	P	VNKTC68	240	--	E_89353C
01020140906203900	ADJUSTRESP	--	--	Closed	PRSD	05/14/2014	P	VNKTC68	240	200	E_89353C
01020140906203900	RF	V	1	Closed	--	03/31/2014	P	VNKTC68	--	--	E_89353C
01020140906203900	RF	V	4	Closed	--	03/31/2014	P	VNKTC68	--	--	E_89353C
01020140906203901	DF	V	1	Closed	--	05/14/2014	P	VNKTC68	--	--	E_89353C
01020140906203901	DF	V	4	Closed	--	05/14/2014	P	VNKTC68	--	--	E_89353C
01020140906203901	ADJUSTREQ	--	--	Closed	PRSD	05/16/2014	P	VNKTC68	289	--	E_89353C
01020140906203901	RF	V	1	Closed	--	05/14/2014	P	VNKTC68	--	--	E_89353C
01020140906203901	RF	V	4	Closed	--	05/14/2014	P	VNKTC68	--	--	E_89353C
01020140906203902	DF	V	1	Closed	--	05/16/2014	P	VNKTC68	--	--	E_89353C
01020140906203902	ADJUSTREQ	--	--	Closed	PRSD	05/16/2014	P	VNKTC68	206	--	E_89353C
01020140906203902	ADJUSTRESP	--	--	Closed	PRSD	05/16/2014	P	VNKTC68	206	300	E_89353C
01020140906203902	RF	V	1	Closed	--	05/16/2014	P	VNKTC68	--	--	E_89353C

When the wrong 17-digit SCCF is inputted into the Create New Message Tab to create the Adjustment Request Message, the user will be directed to use the correct 17-digit SCCF as shown below:

SCCF History | Listing | Create New Message | Admin

Create New Message Return to SCCF History Search Results

* = Required Field

* Message Type Adjustment

Only able to create Adjustment for the most recently adjusted DF (01020140906203902)

* Reason Code

241 - Incorrect Cost Sharing

* Claim SCCF # 01020140906203901 Get

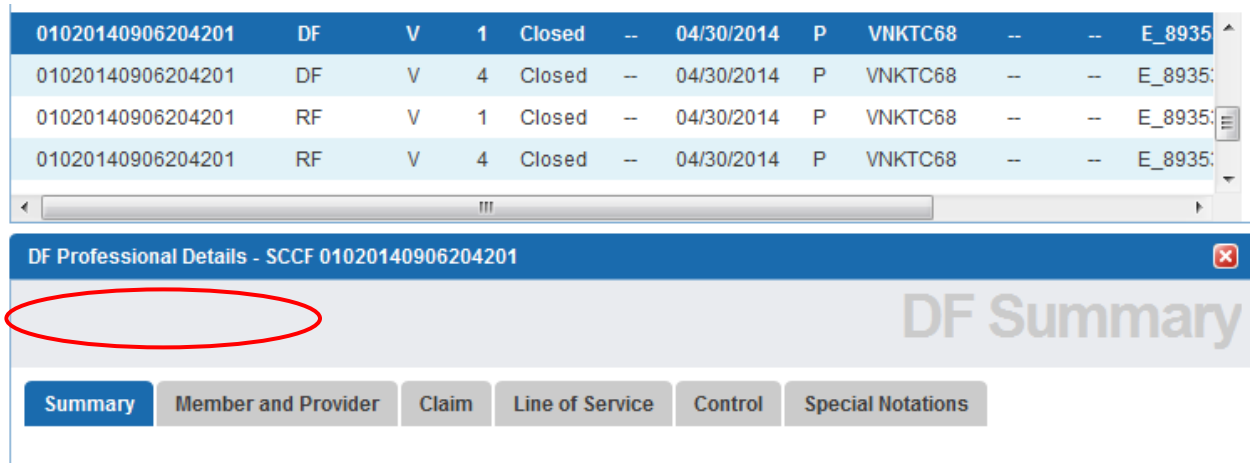
3.4 Validation

Blue² performs validation of the Adjustment Request equivalent to the NF validation edits in place. When the user attempts to create an Adjustment Request in Blue² either from the DF Summary page or the Create New Message Tab, Blue² validates that the DF is in a state that can be adjusted.

- Adjustment Request Messages will still be sent from the most recent DF.
- Adjustments cannot be sent on a claim that was voided.
- Adjustments cannot be sent on a claim where an open Adjustment Request is on file
- Adjustments cannot be sent when a Closeout DF Message Code is present on the original.
- Adjustments cannot be sent until the RF is finalized and/or valid.

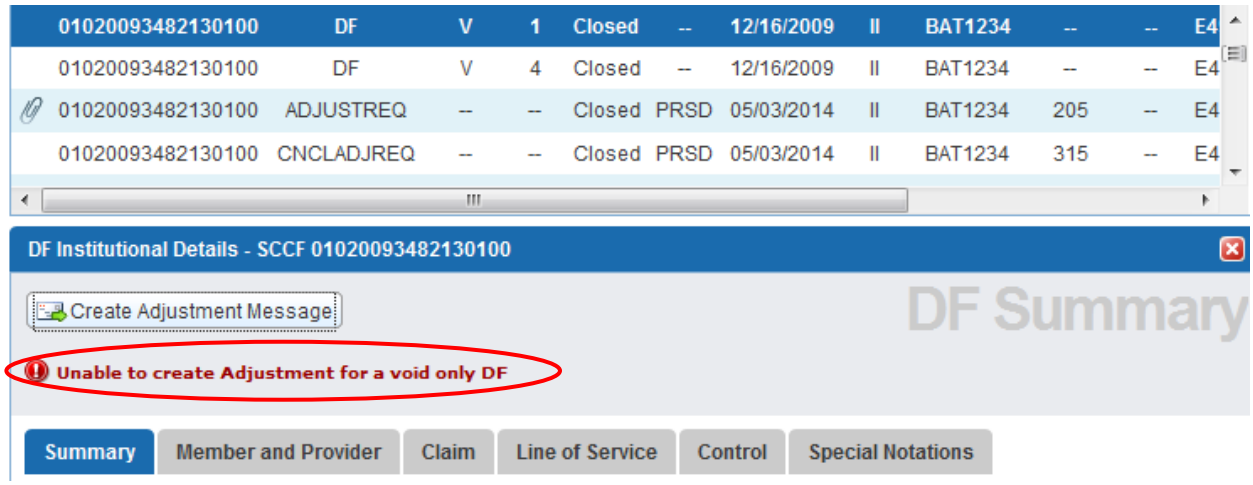
3.4.1. Adjustment Request Messages Sent from Most Recent DF

The Adjustment Request Message will be sent from the most recent valid DF for the associated SCCF. When the DF chosen for an Adjustment Request is not the most recent DF, the “Create Adjustment Message” button will not appear as seen below.



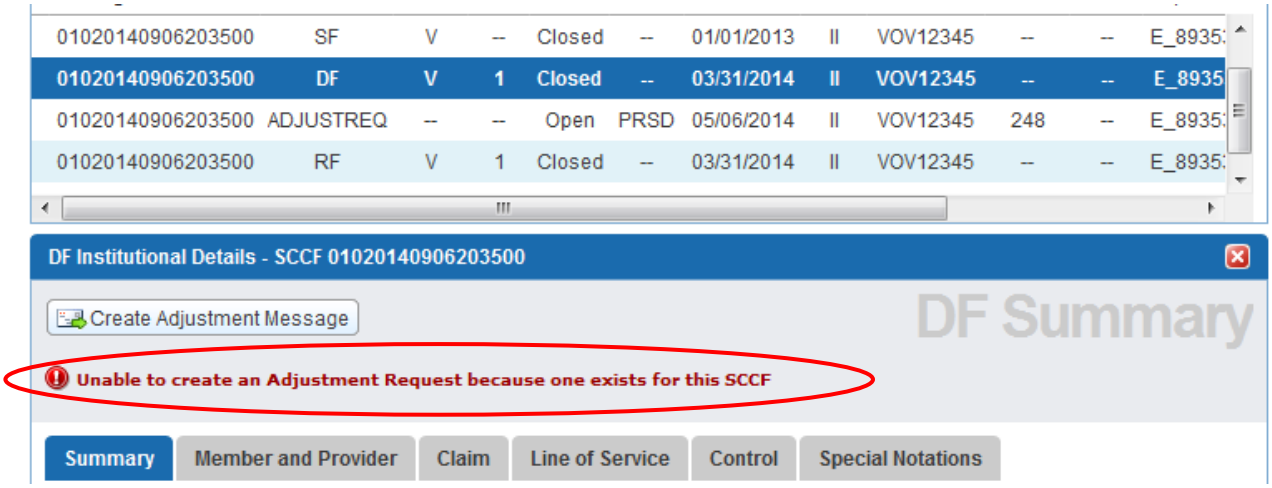
3.4.2. Adjustments Not Sent on Voided Claim

When the Disposition Code is 4, the transaction has been voided; the transaction has been taken back and cannot be re-adjusted since it is considered in a final state. When the Create Adjustment Message is selected, the user will receive the following error: “Unable to create Adjustment for a void only DF.”



3.4.3. Adjustment Not Sent When Open Adjustment Request Is on File

When an unclosed Adjustment Request already is on file, another Adjustment Request cannot be sent until the first adjustment is finalized, which includes RF processing. When the Create Adjustment Message is selected, the user will receive the following error: “Unable to create an Adjustment Request because one exists for this SCCF.”

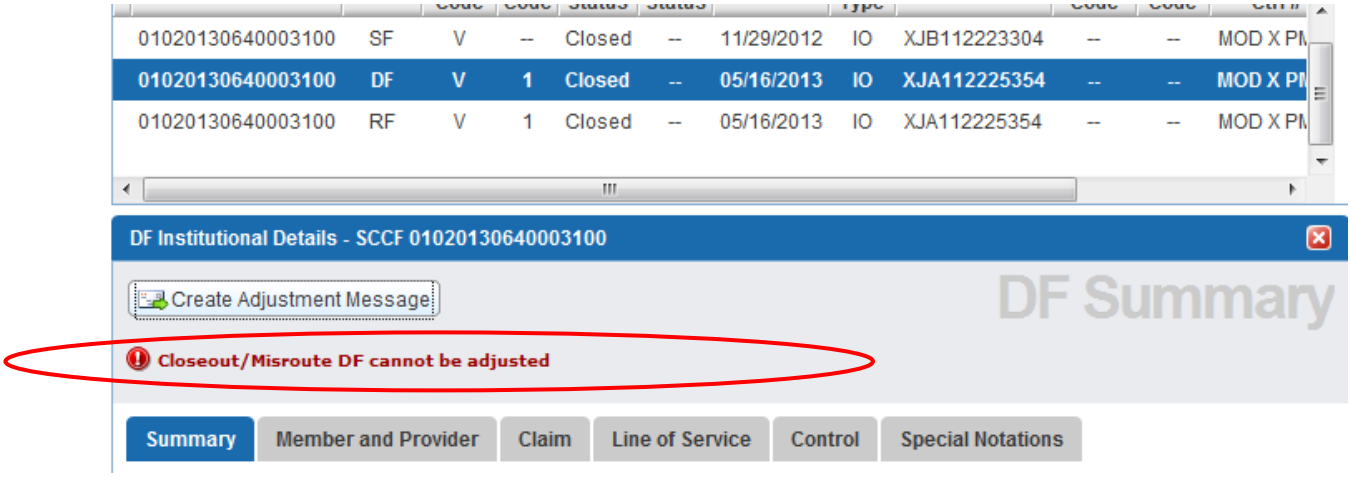


3.4.4. Adjustments Not Sent When Closeout DF Message Code Is Present on Original

Several Closeout DF Message Codes will not allow an adjustment to occur on the original claim. The transaction is considered complete and no additional action can be taken on the SCCF. The following Closeout DF Message Codes cannot be adjusted:

DF Message Code	Description
1050	Misrouted claim.
1058	Handle direct and pay provider directly. (Note: Not for use on EOB.)
1059	Handle direct and pay subscriber directly. (Note: Not for use on EOB.)
1062	Closeout for Adjustment SF (Note: No AEA applies.)
1083	SF submitted under incorrect prefix. (Note: No AEA calculated.)
1087	Handle direct. Do not send paper claim. Home Plan will make payment from SF received.

When the Create Adjustment Message is selected, the user will receive the following error: “Closeout/Misroute DF cannot be adjusted.”



3.4.5. Adjustments Not Sent Until RF Is Finalized or Valid

An Adjustment Request Message cannot be sent until the RF has been finalized or is in a valid state. When the Create Adjustment Message is selected, the user will receive the following error: “Unable to create Adjustment until the RF is in a finalized status.”

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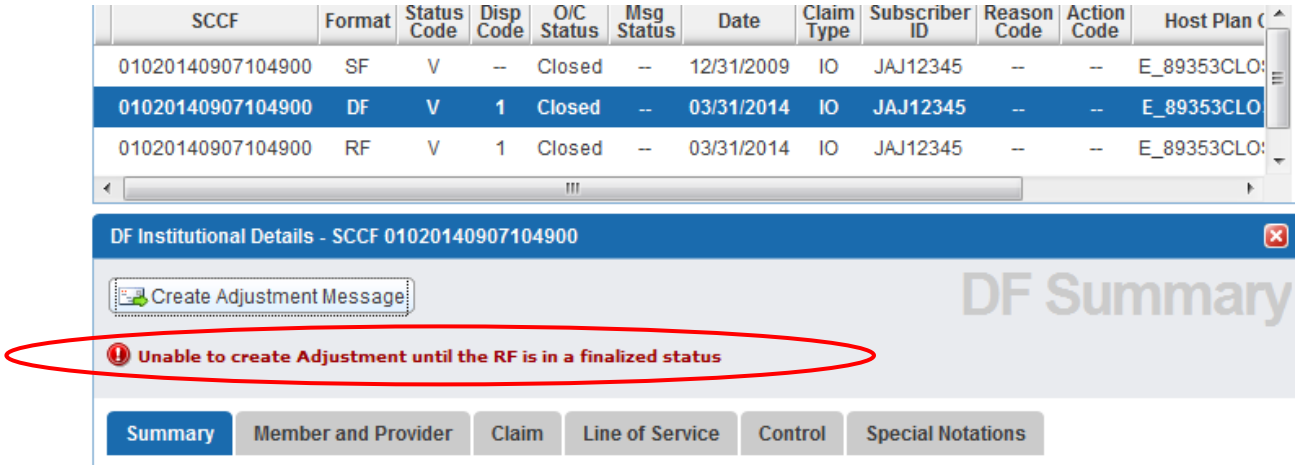

3.5 Adjustment Receipt Date

Pre-Release 14.5, the Adjustment Receipt Date was only on the Adjustment SF and was the date the Adjustment SF was created by the Host Plan. Modifications were made in Release 14.5 to include the Adjustment Receipt Date on:

- Host and Home Adjustment Request Messages.
- Adjustment DF.

The definition of the Adjustment Receipt Date was also updated to be “Indicates the date the request for an adjustment was received at the Plan.” Adjustment requests can come from internal or external sources. When these are received, the date of the request is often documented, which should be the date used to populate the Adjustment Request Message. Examples of the Adjustment Receipt Date include:

- Dr. Smith’s office called Blue Cross and Blue Shield Customer Service on Oct. 13, 2013, requesting that a payment on a BlueCard claim be taken back, since Medicare had paid as well. Once initiated, the Adjustment Receipt Date on the Adjustment Request Message would be Oct. 13, 2013.

- Medical Review finished its review of complete medical records. On March 16, 2014, it sends a request to the BlueCard area advising that the claim, which previously was denied, can now be adjusted and approved. Once initiated, the Adjustment Receipt Date on the Adjustment Request Message or Reissue DF (if streamlined) would be March 16, 2014.

- Arkansas Blue Cross and Blue Shield sends a General Inquiry on April 6, 2014, to determine if the correct copayment was applied to a provider’s claim. The provider took $20 copay from the member, but the remittance statement indicated that $25 should have been taken. Upon review of the claim, it is determined that the copay was incorrectly applied. Once initiated, the Adjustment Receipt Date on the Adjustment Request Message would be April 6, 2014.

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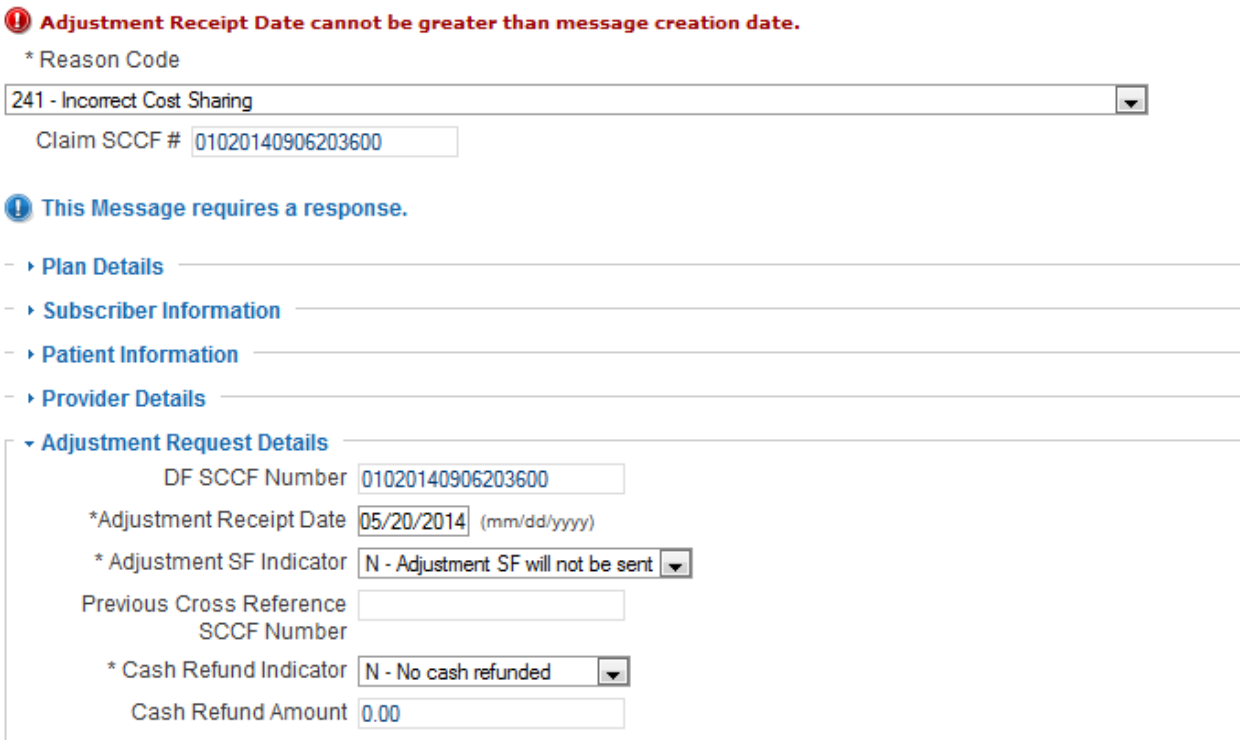
3.5.1. Host and Home Validation Through Blue[2]

The Adjustment Receipt Date, when sent on an Adjustment Request Message, must be less than or equal to the Message Creation Date or the following error message will be received in Blue[2]: “Adjustment Receipt Date cannot be greater than message creation date.”



In this example, the Adjustment Request Message was created on May 19, 2014, and a future date was used as the Adjustment Receipt Date.

The Adjustment Receipt Date must also be greater than or equal to the DF Local Plan Receipt Date, the Host Plan Receipt Date in the Control Details section under the Control Tab on the DF as shown below:

Host Plan Receipt Date 08/01/2013

When the Adjustment Receipt Date is less than the Local Plan Receipt Date, the following error message will be received in Blue[2]: “Adjustment Receipt Date must be greater than or equal to Local Plan Receipt Date.”

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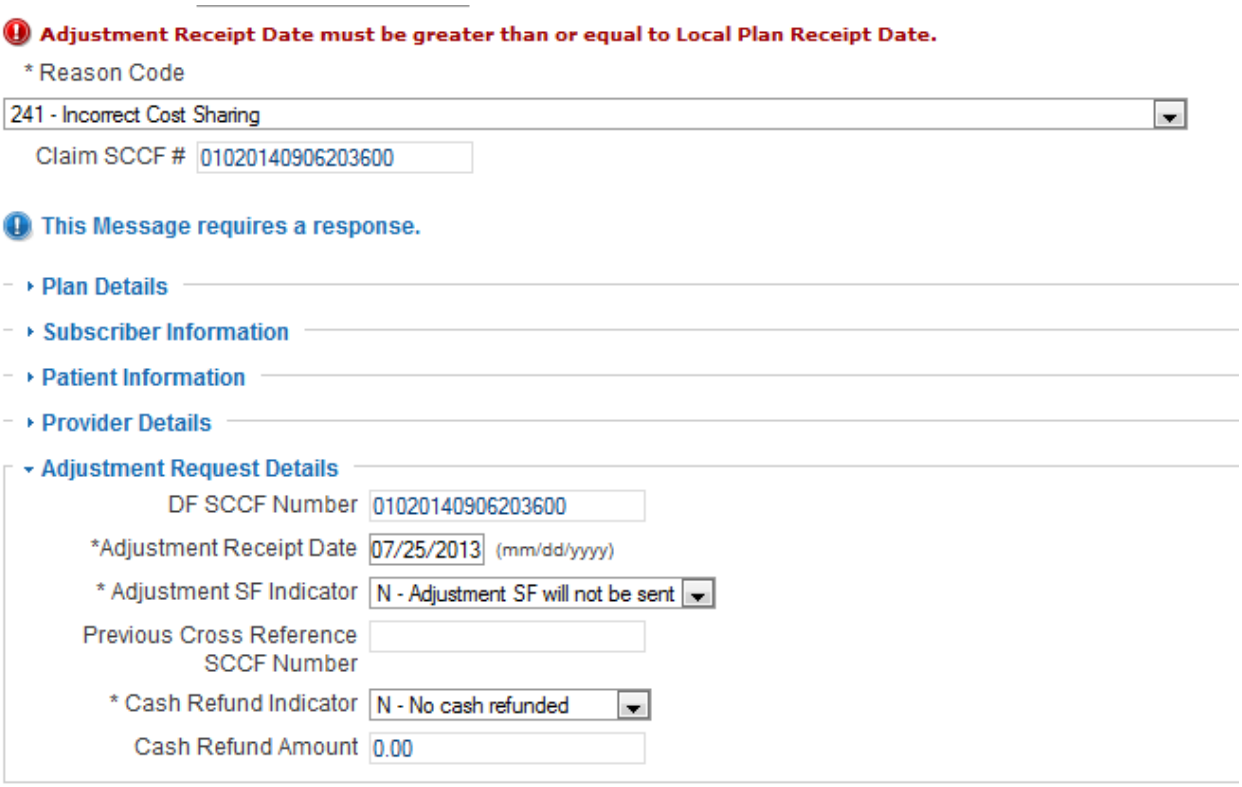

3.6 The Adjustment SF Indicator

The Adjustment SF Indicator advises whether or not an Adjustment SF will be sent to the processing Plan. The Adjustment SF Indicator will always need to be populated systematically or selected by the user for Host and Home Adjustment Request Messages. Valid values for the Adjustment SF indicator are as follows:

- Y: Adjustment SF will be sent.
- N: Adjustment SF will not be sent.

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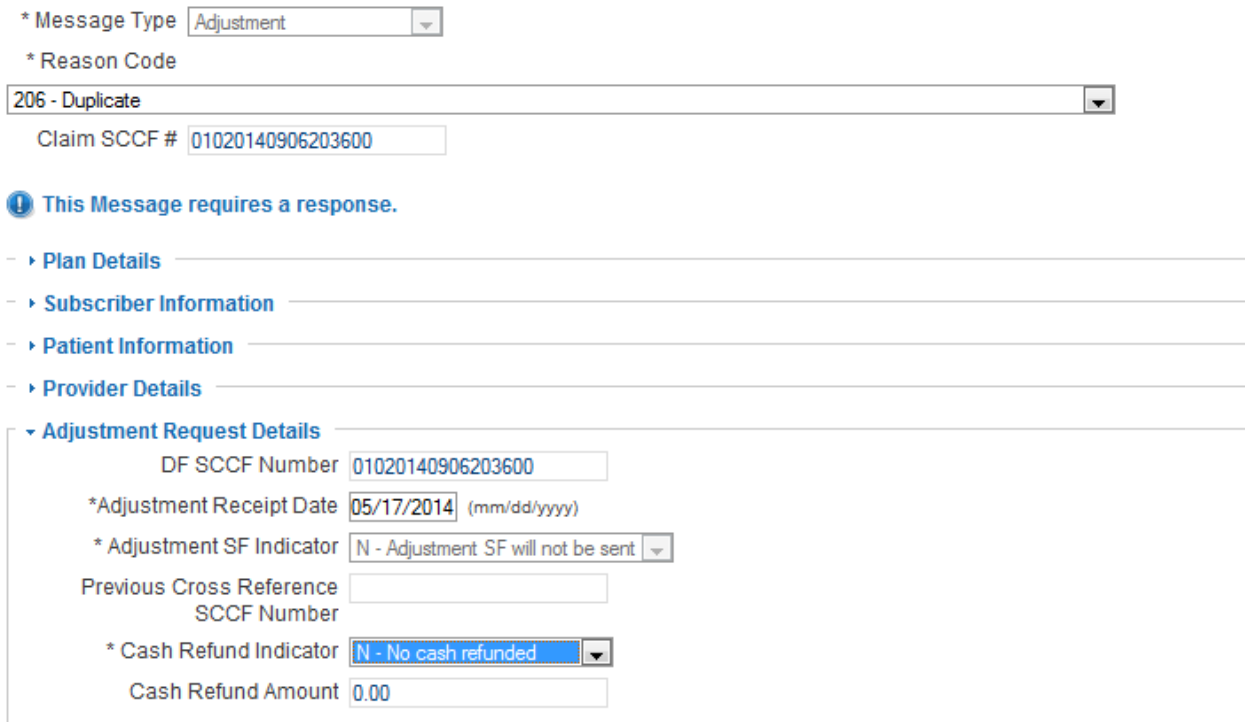
3.6.1. Host Prepopulated Adjustment SF Indicator Values

The Adjustment SF indicator will be prepopulated for Host Plans based on the Adjustment Reason Code being used.

Void only Adjustment Reason Codes 203-239 would prepopulate an “N” value in the Adjustment SF Indicator field as shown below:



Along with the Void Adjustment Reason Codes, there are several Host-only Adjustment Reason Codes that are only used when an Adjustment SF is required. These Adjustment Reason Codes, shown below, will default a “Y” value in the Adjustment SF Indicator field:

- 248: Incorrect Pricing/Provider Information.
- 257: Interim Bill.
- 274: HVA Incorrect Pricing/Provider Information.
- 287: Provider Corrected Billing.
- 293: Episode Based Pymnt Settlement.

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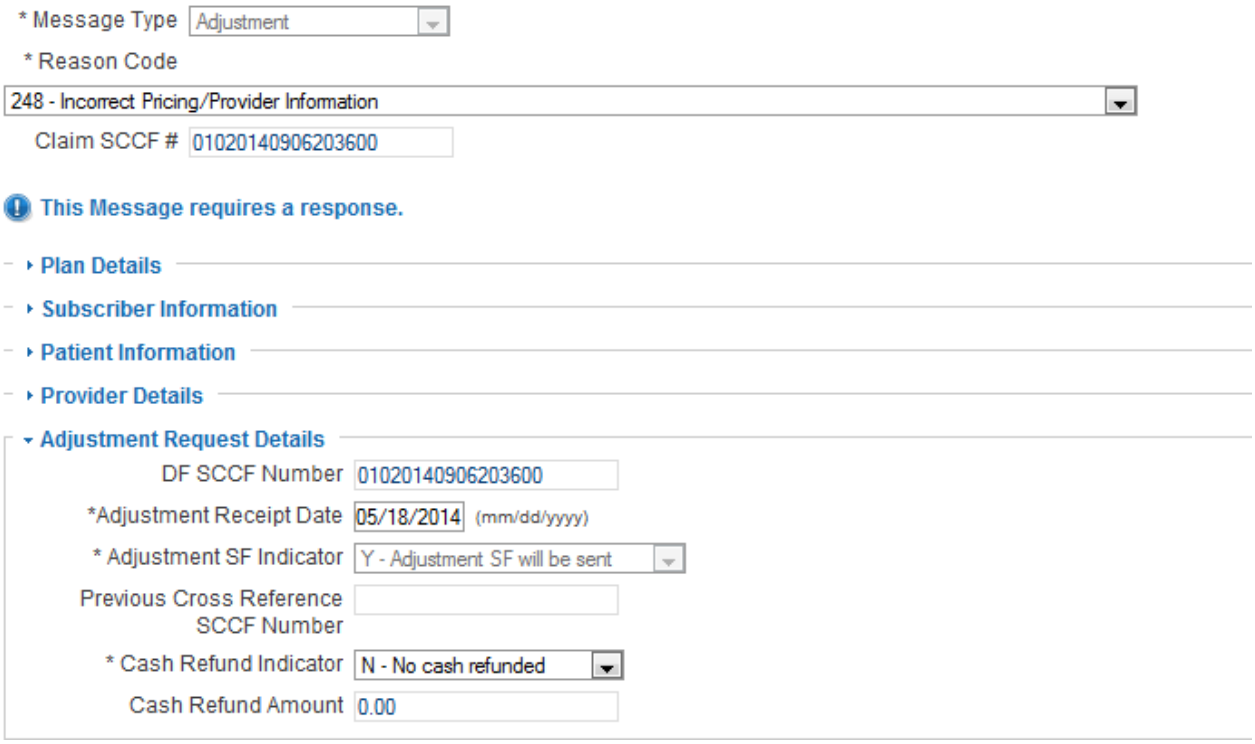
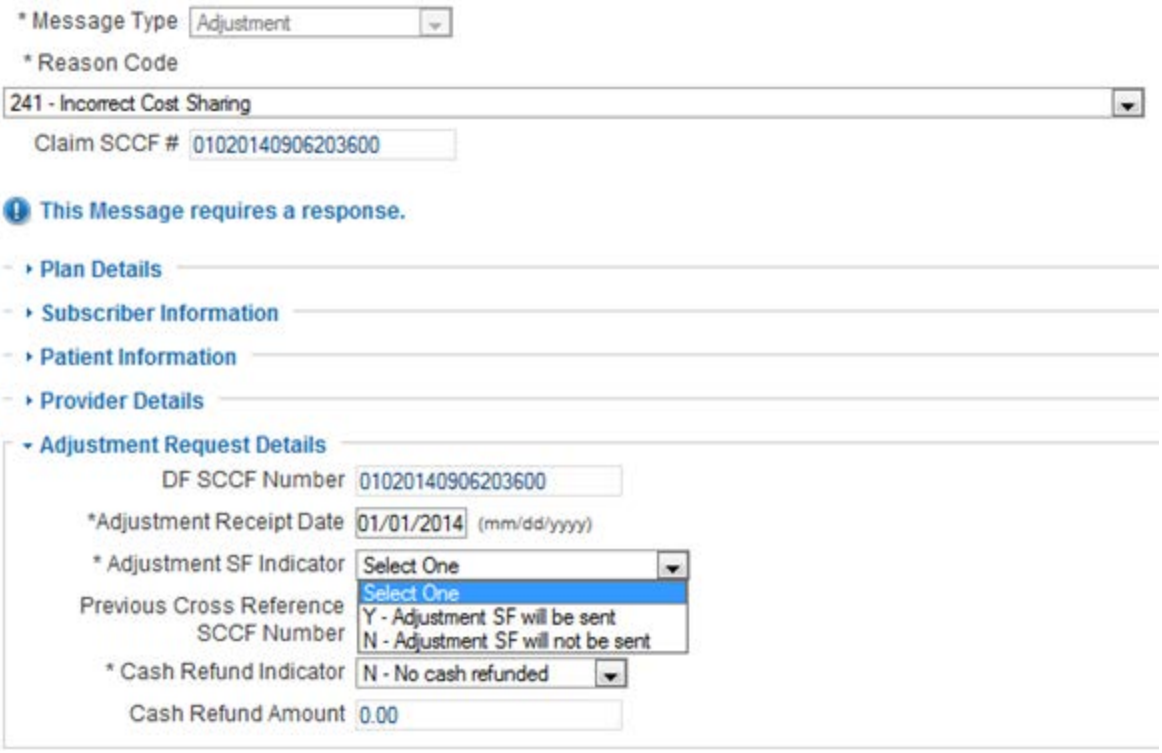
Below is an example of the Adjustment SF Indicator defaulted to a value of “Y”:



3.6.2. Host Selectable Adjustment SF Indicator Values

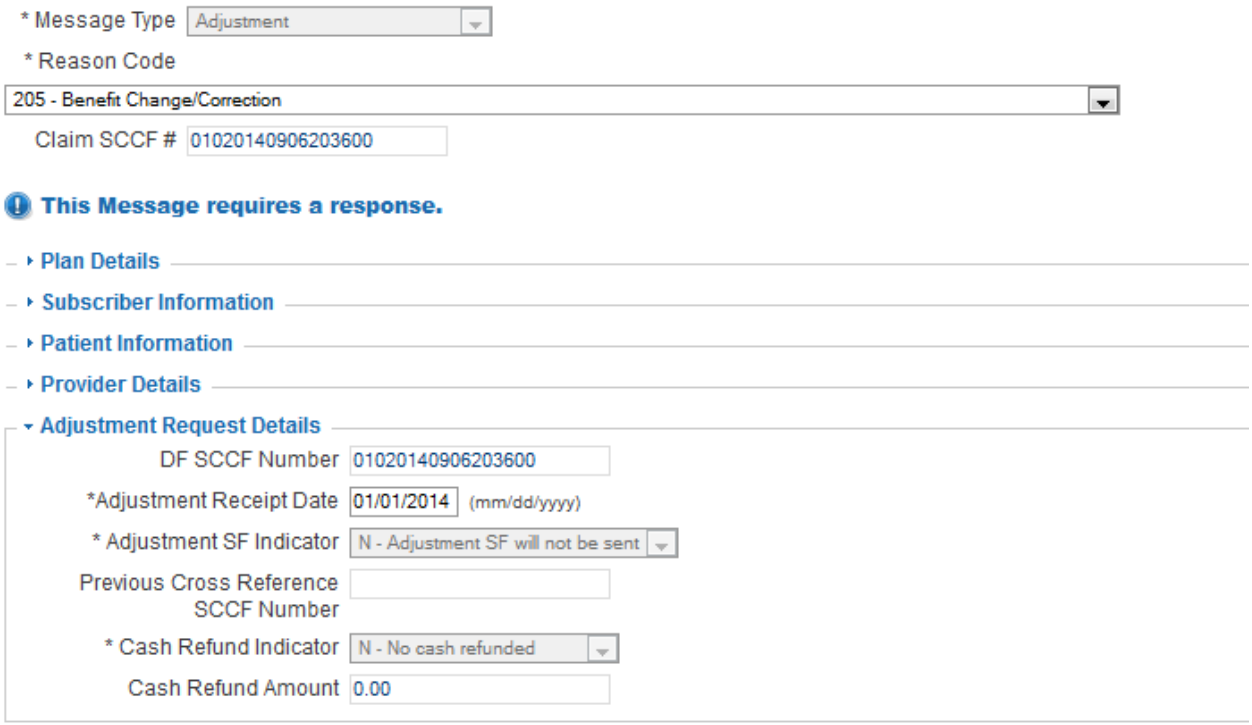
Users still have the option to select the appropriate value for the Adjustment SF Indicator based on Adjustment Reason Codes that provide the option of sending an Adjustment SF. Those Host Adjustment Reason Codes range from 241-296 (with the exception of 248, 257, 274, 287 and 293, which require an Adjustment SF).



3.6.3. Home Prepopulated Adjustment SF Indicator Values

The Adjustment SF indicator will be prepopulated for Home Plans based on the Adjustment Reason Code being used.

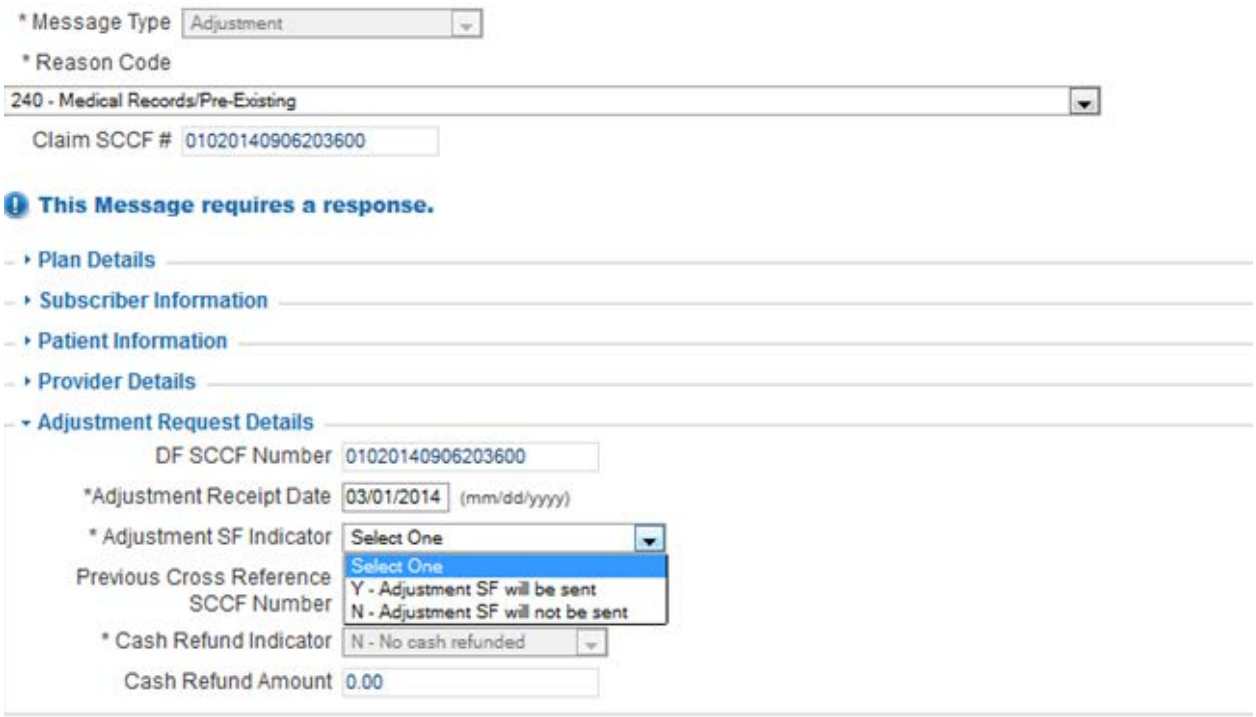
Void-only Adjustment Reason Codes 201-239 will prepopulate an “N” value in the Adjustment SF Indicator field as shown below:



3.6.4. Home Selectable Adjustment SF Indicator Values

Users still have the option to select the appropriate value for the Adjustment SF Indicator based on Adjustment Reason Codes that provide the option of sending an Adjustment SF. Those Home Adjustment Reason Codes range from 240-296 (with the exception of 248, 257, 274, 287 and 293, which require an Adjustment SF and are Host-only). The “Y” and “N” values are both accessible for Home users.

“Y” for the Adjustment SF Indicator would request an Adjustment SF from the Host Plan on an Adjustment Response Message, covered in Section 12.



3.7 Cash Refund Indicator and Cash Refund Amount

The Cash Refund Indicator and Cash Refund Amount are required fields on the Adjustment Request Message for both Host and Home Plans. Setting the Cash Refund Indicator identifies the cash amount to be refunded to the local Plan from the provider. While the Cash Refund Indicator and Cash Refund Amount are on the Adjustment Request Message, they do not validate the reduction taken from the Void or Void/Reissue DFs and are informational only.

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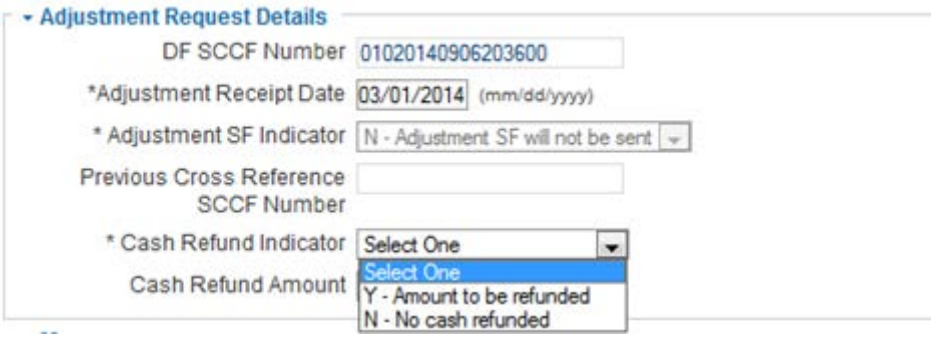
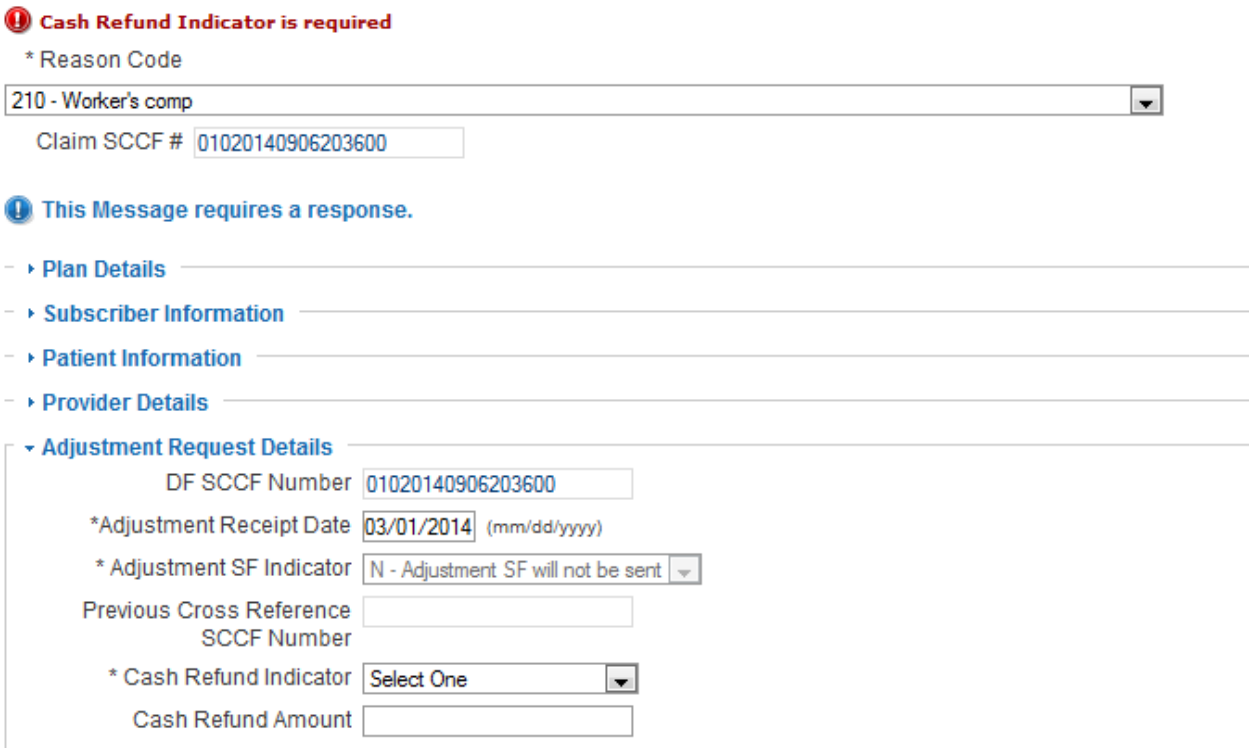
3.7.1. Host Cash Refund Indicator and Cash Refund Amount

The Cash Refund Indicator on a Host Adjustment Request Message must be populated. The values indicated below can be selected from a drop-down menu:

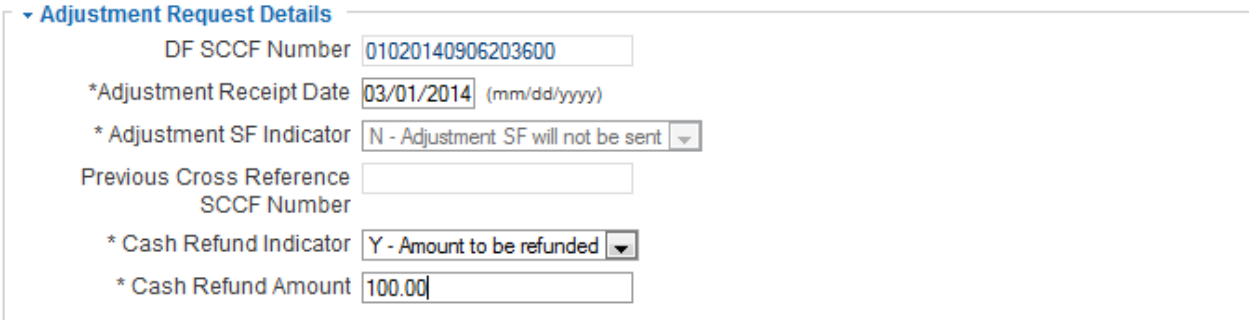
- Y: Amount to be refunded.
- N: No cash refunded.



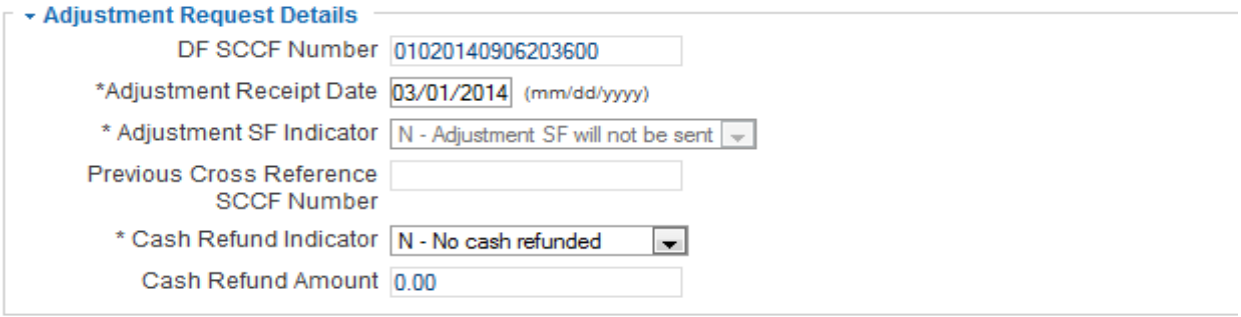
If the Cash Refund Indicator is not selected on the Adjustment Request Message, the user will receive the following error: “Cash Refund Indicator is required.”



When the Cash Refund Indicator is populated with the value “Y,” then the Cash Refund Amount must also be populated as shown below:



When the Cash Refund Indicator is populated with the value “N,” then the Cash Refund Amount will default to 0.00 as shown below:



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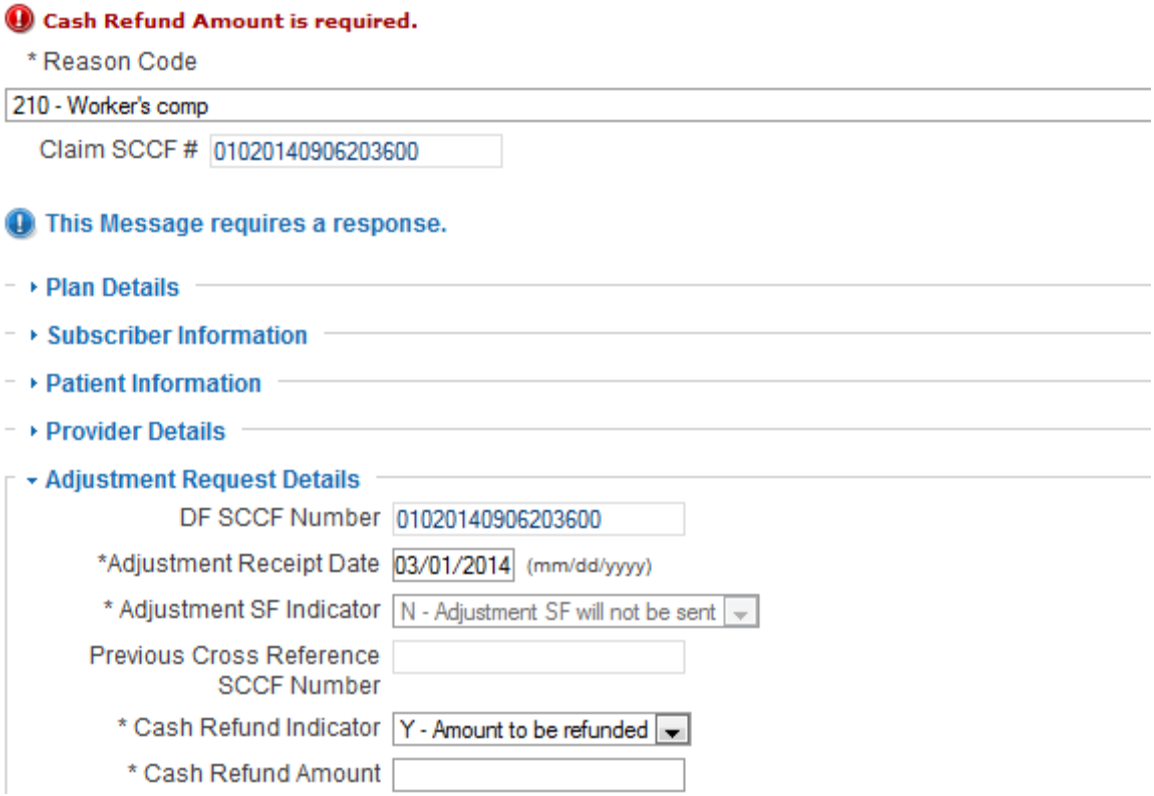
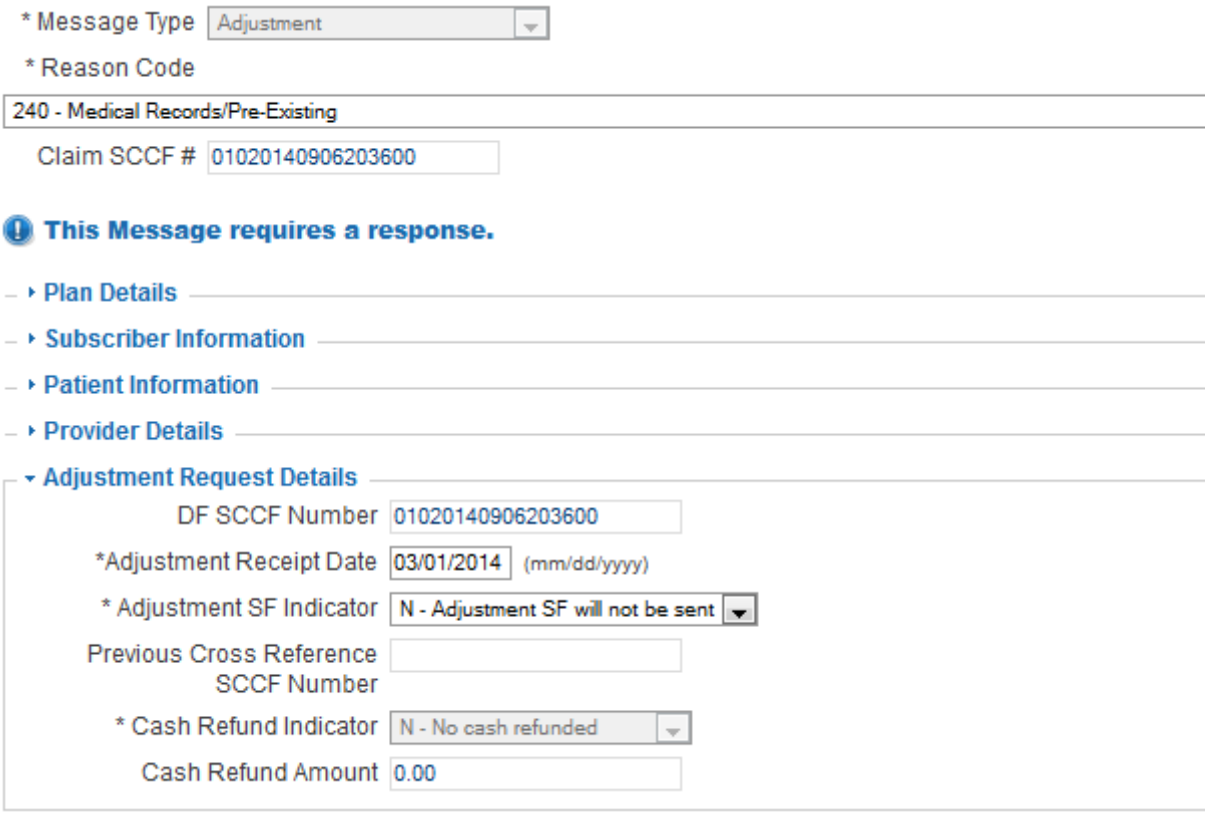
There are some validations around the Cash Refund Amount being populated. When the Cash Refund Indicator is populated with a “Y” and the Cash Refund Amount is blank, the user will receive the following error: “Cash Refund Amount is required.”



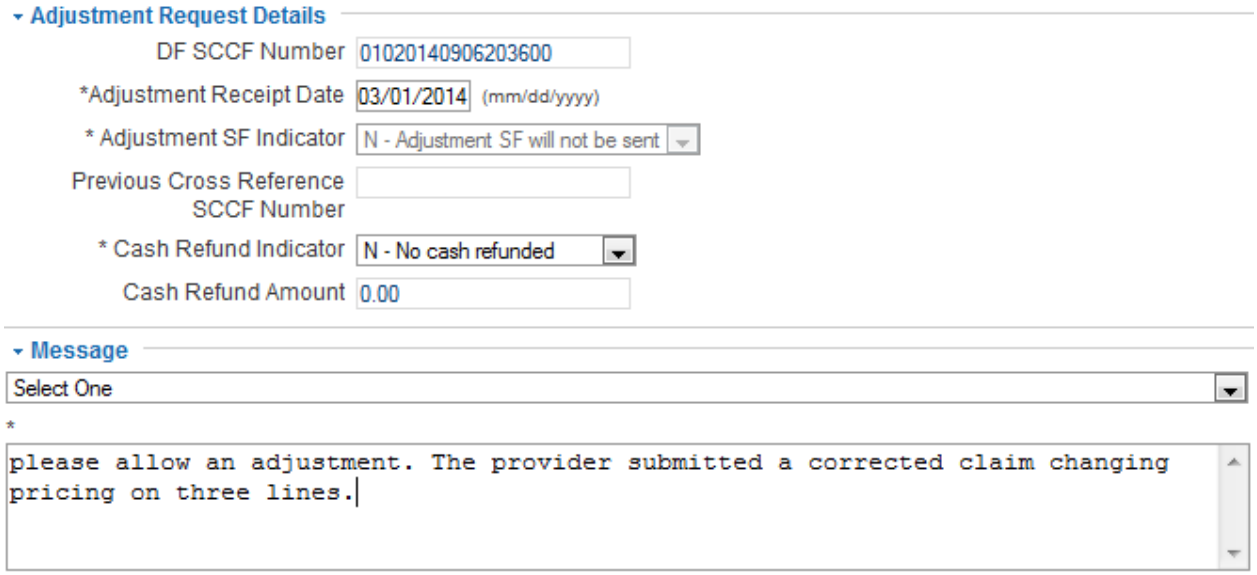
3.7.2. Home Cash Refund Indicator and Cash Refund Amount

For Home-initiated Adjustment Request Messages, both the Cash Refund Indicator and the Cash Refund Amount fields are prepopulated and protected. The Cash Refund Indicator defaults to the “N” value, and the Cash Refund Amount field defaults to show 0.00 as populated based on the example below:

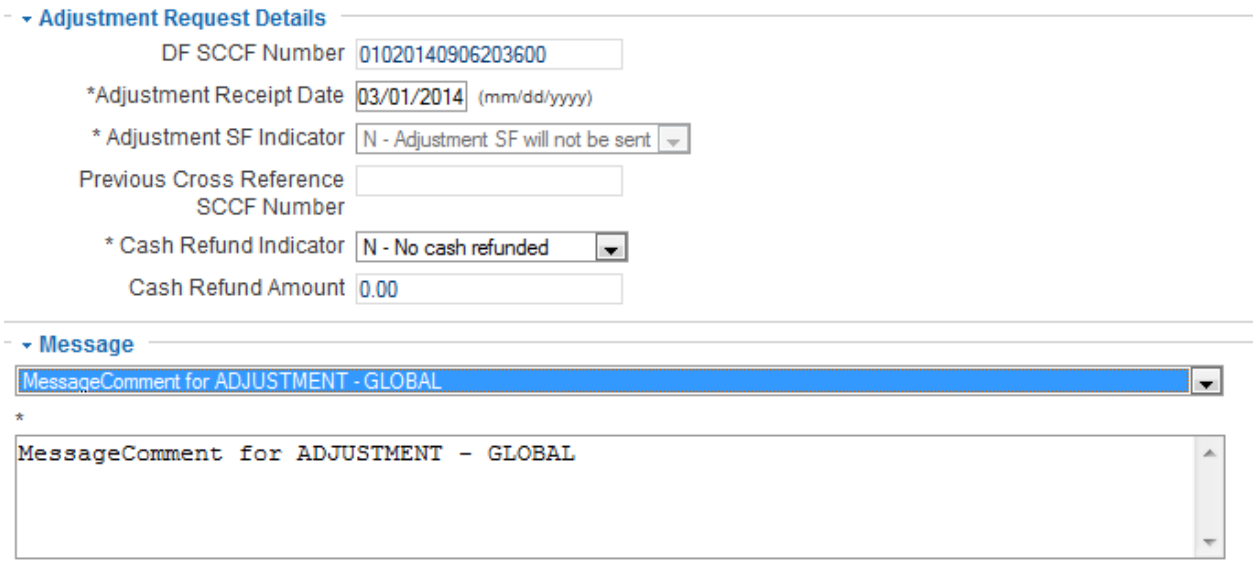


3.8 Adjustment Request Message Section

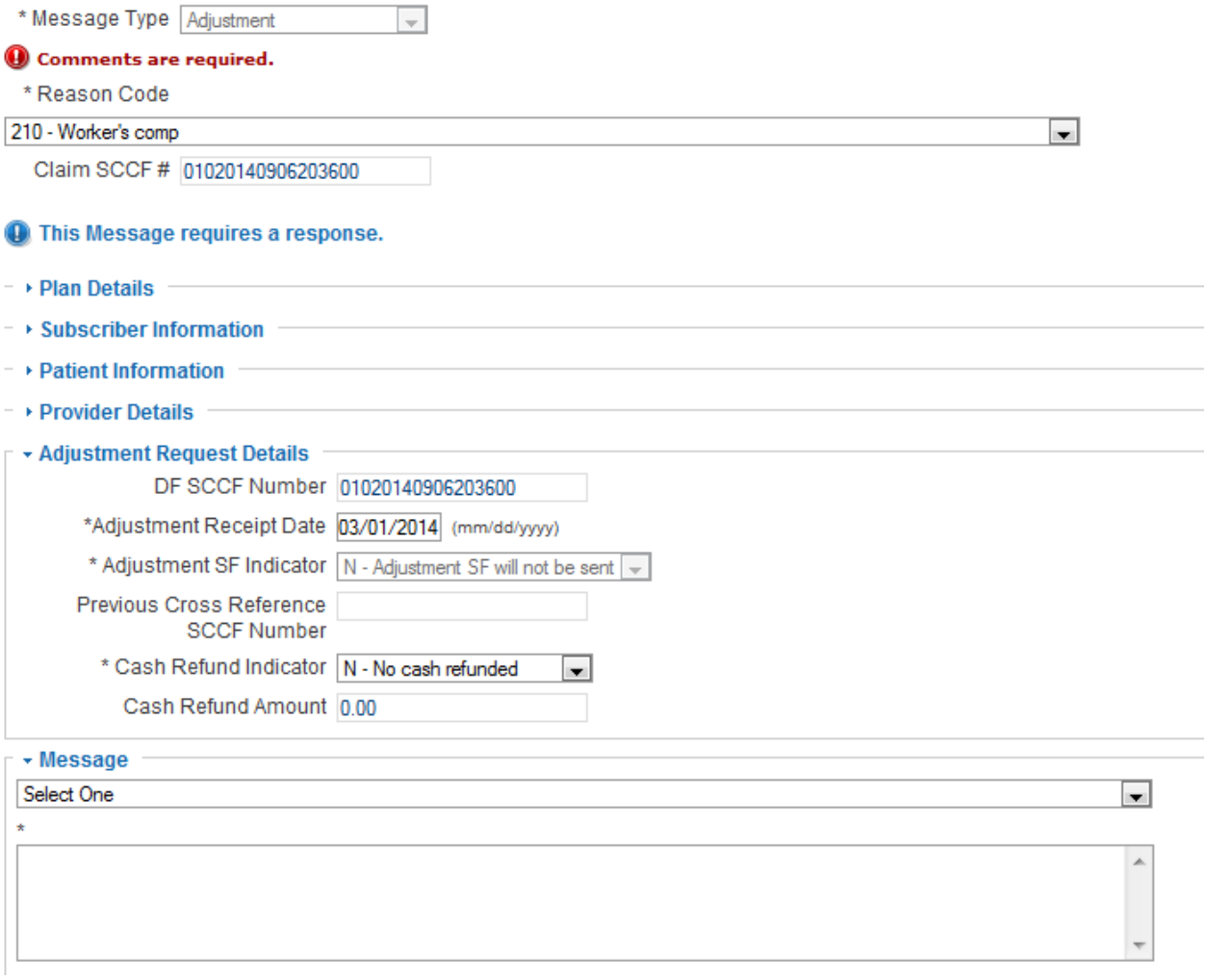
Message Comments are a required piece of the Adjustment Request Message. The message section will allow up to 512 characters, free-form text as shown below:



Plans also have the option of configuring predefined comments for the Message Section as shown below:

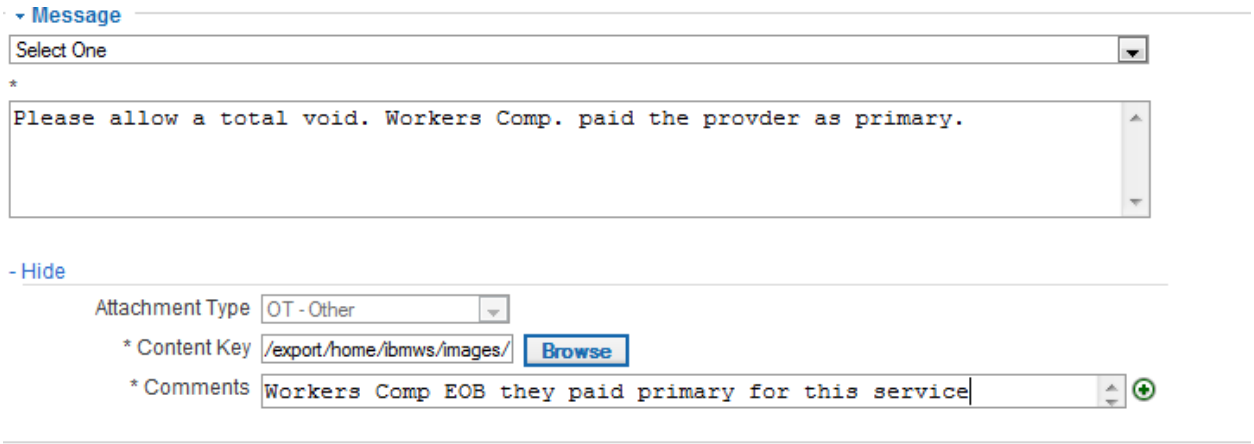


When the Message section is not populated by either free-form or predefined text, the user will receive the following error: “Comments are required.”



3.9 Sending an Attachment on an Adjustment Request Message

Adjustment Request Messages will now allow an attachment to be sent from either the Host or Home Plan. (Attachments are not allowed on Adjustment Response Messages.) The attachment type on the Adjustment Request Message will be prepopulated with 099-Other. Users can send up to 10 attachments on the same Adjustment Request Message with a 10MB limit.



Comments are required when sending an attachment on an Adjustment Request Message. Comments are free-form only and cannot be predefined, as in Section 3.8. When comments are not populated, the user will receive the following error: “Comments are required for Medical Record Type Other.”

Sending an attachment on an Adjustment Request Message does not replace how the adjustment SF or DF will be coded; attachments should be used in conjunction with the information populated on the adjustment SF and DF. Suggested items for attachments include:

- Other carrier Explanation of Benefits.
- Provider credentialing.
- Retroactive cancellation information.

Note: Medical records are not an appropriate attachment for adjustments.

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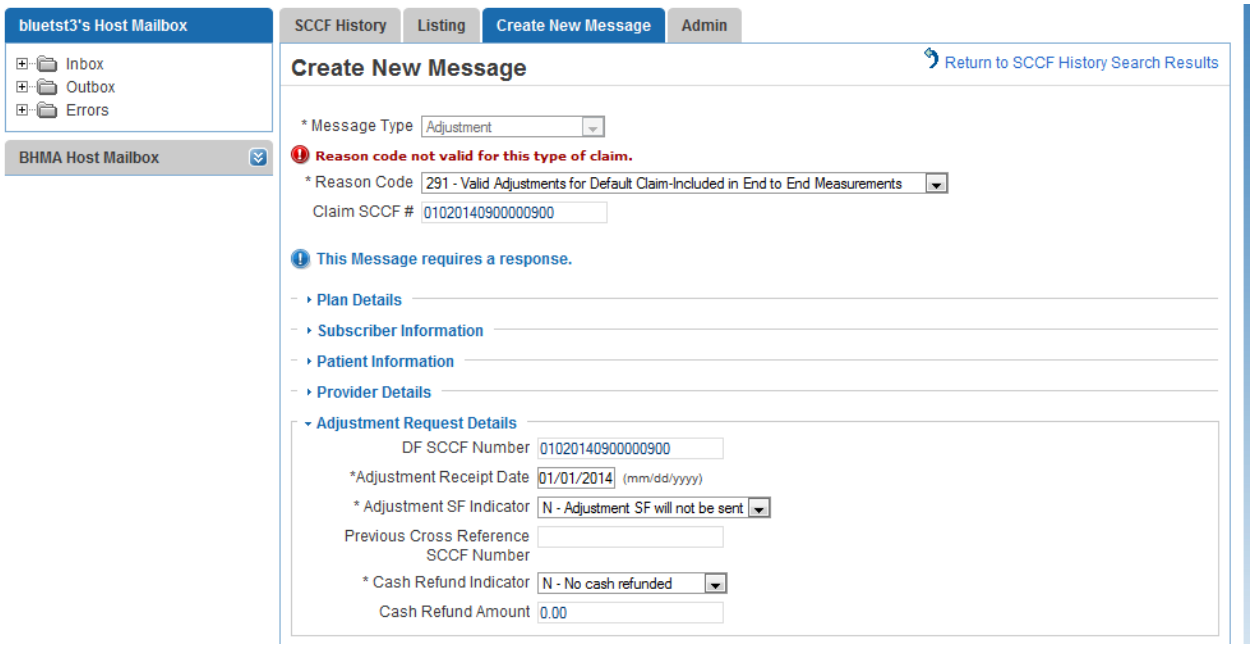
3.10 Adjustment Reason Code Validations

Within the Adjustment Request Message, there are several validations around specific Adjustment Reason Codes, particularly with the Default Claims Resolution (DCR) process and the Exchange Individual Grace Period. This section will review the validations around those specific Adjustment Reason Codes.

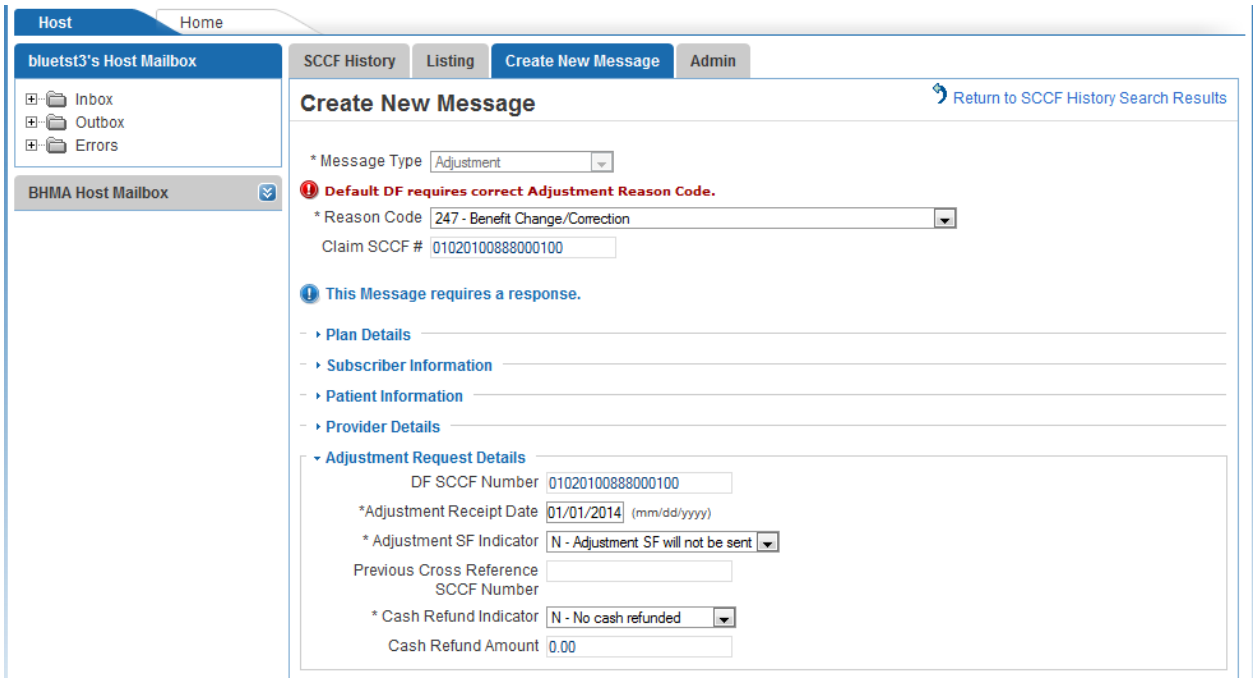
3.10.1. Validating to ensure the Adjustment Reason Code is used to adjust a Default Paid DF

When and Adjustment Reason Code equal to 237, 238, 291 or 292 is used and the DF Message Code on the claim (any occurrence) is not 1228 or 1229, the following error message will be received: “Reason Code not valid for this type of claim”.



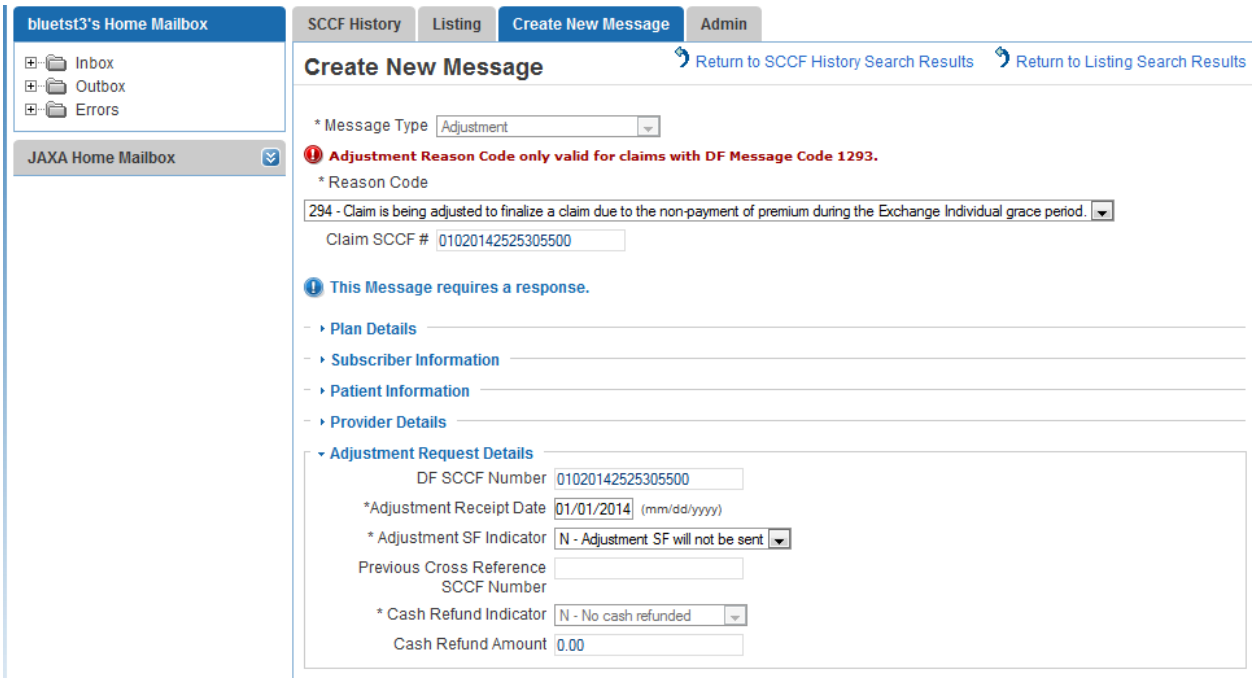
3.10.2. Validating to ensure that the Default Paid DF's are adjusted with a valid Adjustment Reason Code

When the Adjustment Reason Code does not equal 237,238,291 or 292 and the DF Message Code (any occurrence) on the DF being adjusted is 1228 or 1229, the following error message will be received: "Default DF requires correct Adjustment Reason Code".



3.10.3. Validating to ensure Adjustment Reason Code 294 is only valid to adjust claims for the Exchange Grace Period

When the Adjustment Reason Code is 294 and the Account Type Code is not equal to “E” or “G” and DF Message Code 1293 is not present, the following error message will be received: “Adjustment Reason Code only valid for claims with DF Message Code 1293”.



3.11 Section 3 Highlights

In Section 3, the following points were covered about Adjustment Request Messages:

- An Adjustment Request Message can be initiated from the DF Summary screen or the Create New Message Tab.
- An Adjustment Request can be initiated from the most recent DF for 15-digit or 17-digit SCCFs.
- Validations will be performed upfront for users when they initiate an Adjustment Request Message through the DF Summary screen or the Create New Message Tab.
- Home Plan–defined Adjustment Reason Codes can only be used on the Home Plan side. Host Plan–defined Adjustment Reason Codes can only be used on the Host Plan side.
- How to send an attachment with an Adjustment Request Message.

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4. Sending an Adjustment Request Message

4.1 Sending an Adjustment Request Message Without an Adjustment SF

Unlike the NF 06, the Adjustment Request Message sent through Blue[2] is a real-time message that will be received instantaneously when sending messages only. The adjustment process may take a little longer based on whether the Adjustment Request Message is sent with an Adjustment SF and whether that Adjustment SF is sent as a batch transaction of a real-time transaction, which will be covered in later sections of this manual.

An Adjustment Request Message can be created and sent by a Host or Home Plan.

Once all information is populated on the Adjustment Request Message, it should be sent to the receiving Plan so it can provide a response. Section 3 detailed all the applicable fields related to the Adjustment Request Message and showed how they should be populated as well as validation errors that may be encountered.

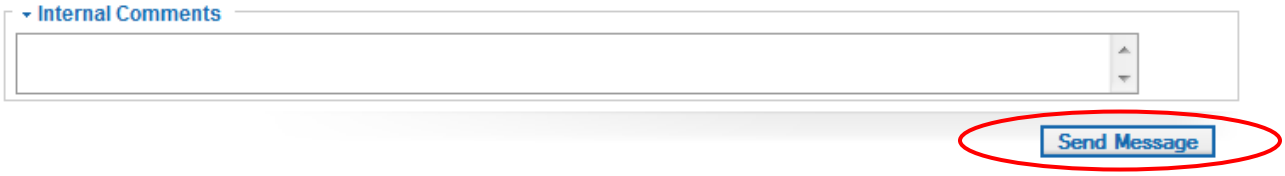
4.1.1. Contact on Receipt Details

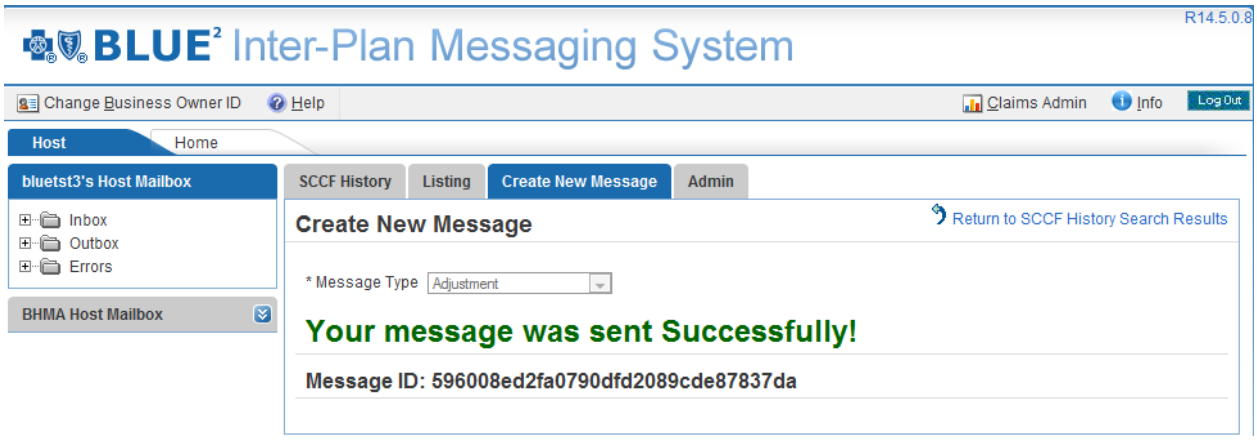
The Contact on Receipt Details is the last step before sending an Adjustment Request Message. It can be configured based on your Blue[2] user ID by selecting the “Get Contact” button, or it may be manually entered.

The Name and Phone fields are both required on the Adjustment Request Message, as with any Blue[2] message. When the fields are not populated, the user will receive the following errors: “Contact Name is required” and “Phone is required.”

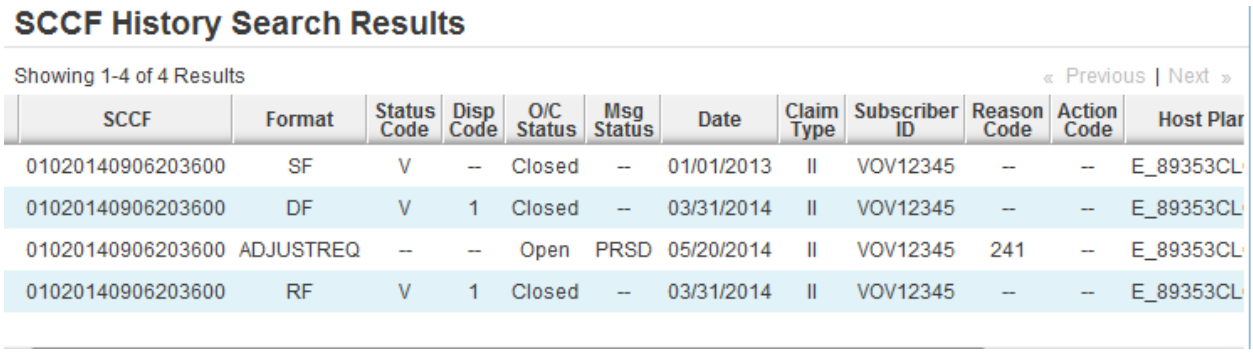
4.1.2. Sending the Adjustment Request Message

Once all information has been populated, including the contact information, the “Send Message” button can be selected and the following message will be displayed:





The Adjustment Request Message can now be viewed on the sending and the receiving side.



SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plar
01020140906203600	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140906203600	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140906203600	ADJUSTREQ	--	--	Open	PRSD	05/20/2014	II	VOV12345	241	--	E_89353CL
01020140906203600	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

4.2 Section 4 Highlights

In Section 4, the following points were covered about Sending an Adjustment Request Message without an Adjustment SF:

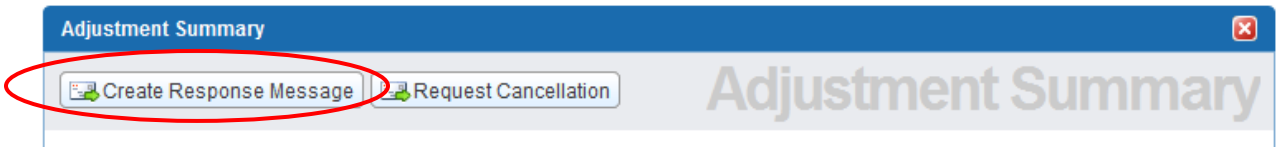
- Contact information is required and can also be configurable based on the Blue² user ID.
- Once the Adjustment Request Message is sent, it is in real time and viewable on the sender and receiver side.

5. Adjustment Response Message Overview

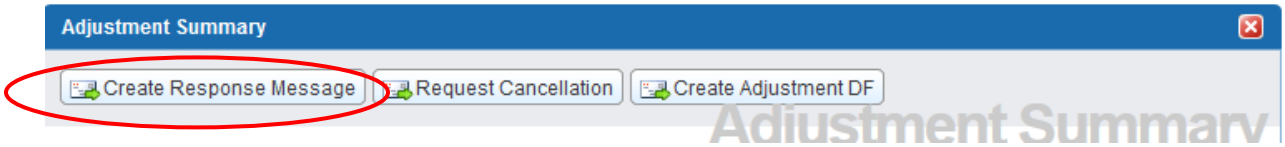
5.1 Responding to an Adjustment Request Message

An Adjustment Response Message is created from the Adjustment Summary as shown below for Host and Home Plans:

Host Plan:



Home Plan:



5.2 Adjustment Response Details

These fields on the Adjustment Request Message will be carried over to the Adjustment Response Message:

- Adjustment Receipt Date.
- Adjustment SF Indicator.
- Cash Refund Indicator.
- Cash Refund Amount.

How these fields are populated differs between Host and Home Adjustment Response Messages and will be covered in a later part of this section. Only one Adjustment Response Message can be created per Adjustment Request Message.

Host and Home Plans need to select the appropriate Action Code when responding to an Adjustment Request Message. Like the Adjustment Reason Codes, the Action Codes displayed in the Host drop-down menu will be allowed for the Host Plan, and the Action Codes displayed in the Home drop-down menu will be allowed for the Home Plan. (This information is also found in Appendix B of this manual.)

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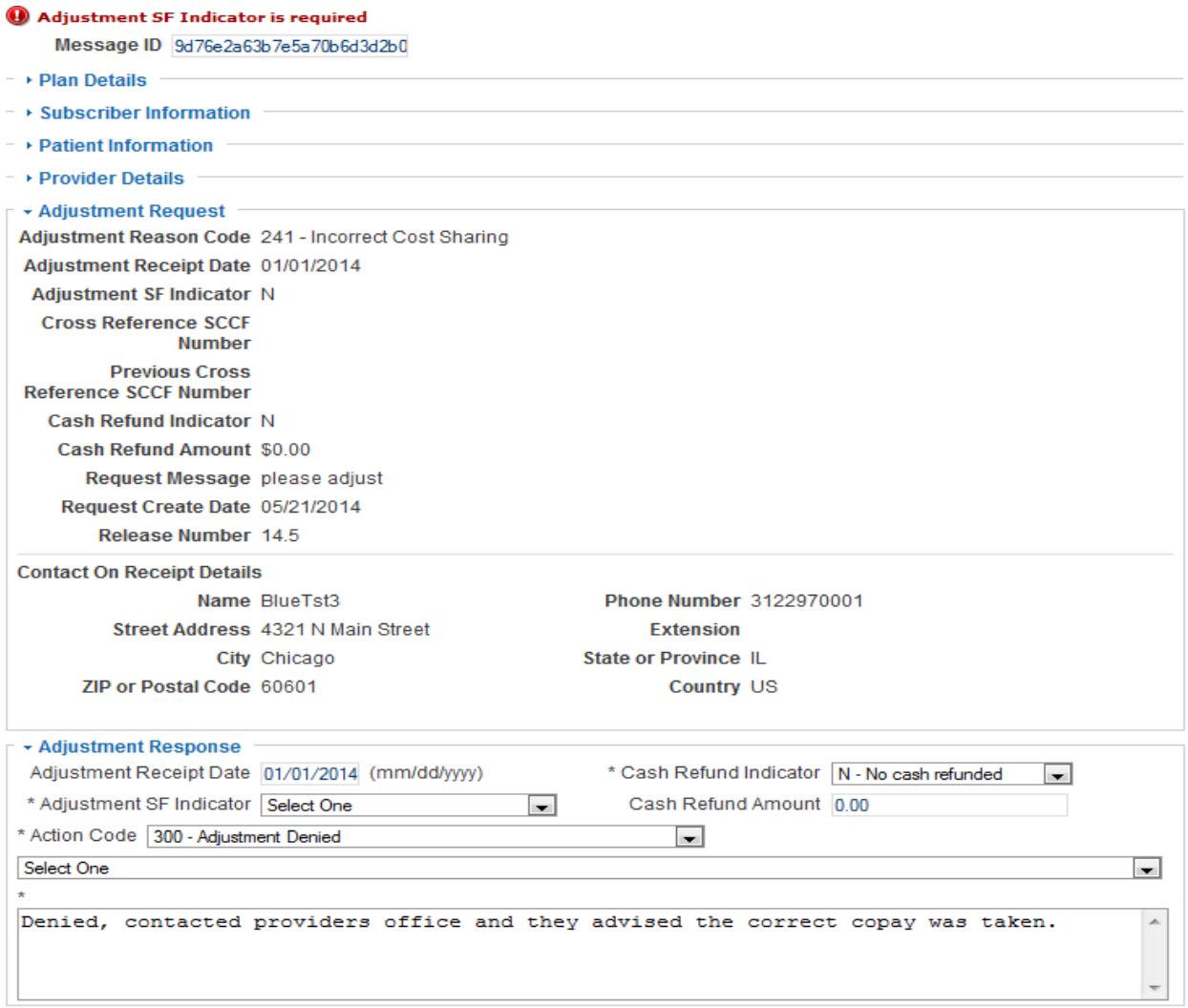
5.2.1. Creating an Adjustment Response as a Host Plan

When the Host Plan receives an Adjustment Request Message, it needs to provide an Adjustment Response to that request. As stated above, the Host Plan needs to populate certain fields on the Adjustment Response Message.

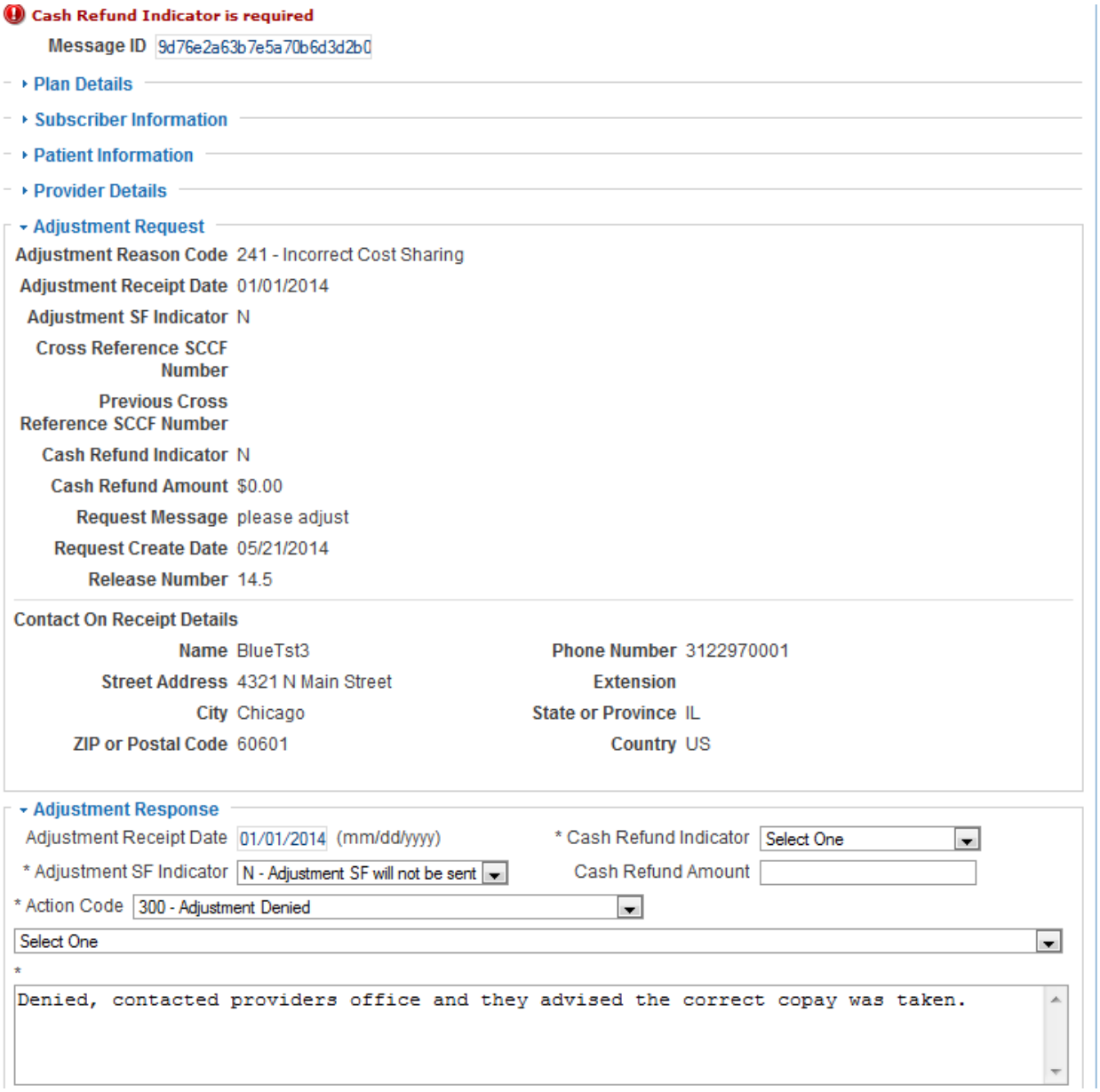
Adjustment SF Indicator: Indicates whether an adjustment SF will be sent to the processing site. The Adjustment SF Indicator is a required field on the Adjustment Response Message. The indicator is selectable (Y-yes or N-no) on the Adjustment Response Message, which is different from the Adjustment Request Message that can be prepopulated based on the Adjustment Reason Code. If the Home Plan has set the Indicator to a 'Y' on the Request message and the Host Plan approves the Adjustment with an Action Code of 200, the Host Plan must not change the Indicator to an 'N'. If the Indicator is changed from 'Y' to 'N' then an error message will be displayed; "BC062 – Cannot change Adjustment SF Indicator from Y to N". This does not apply when Action Code other than 200 is used or Indicator is changed from 'N' to 'Y' by the Host Plan.

If the Adjustment SF Indicator is not populated on the Adjustment Response Message, the user will receive the following error: "Adjustment SF Indicator is required."



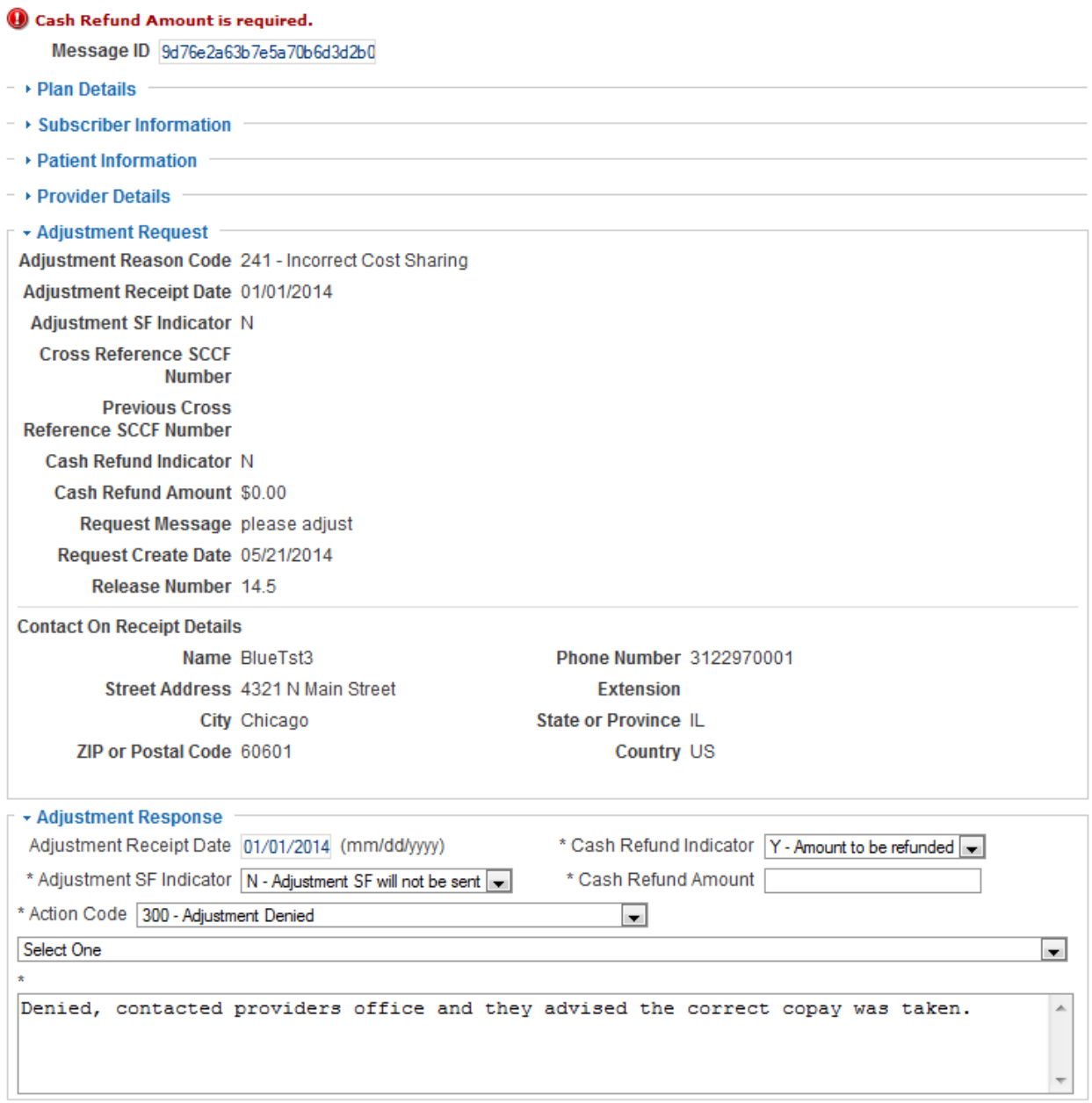
Cash Refund Indicator: Displays the status of the cash amount to be refunded to the local Plan from the provider or member. This is a required field and selectable (Y-yes or N-no) on the Adjustment Response Message.

If the Cash Refund Indicator is not populated on the Adjustment Response Message, the user will receive following error: “Cash Refund Indicator is required.”



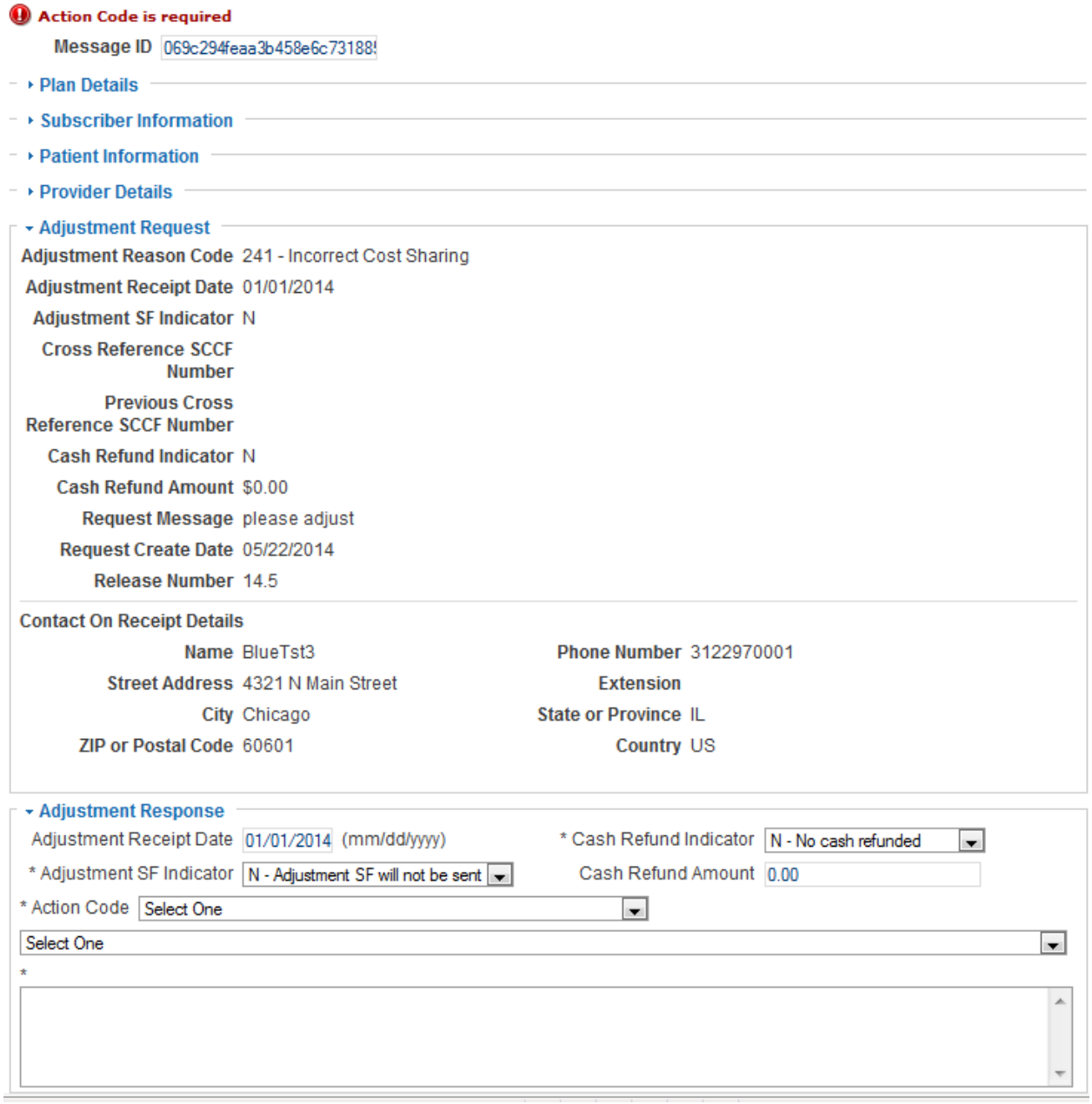
Cash Refund Amount: Displays the amount refunded from the provider or member to the local Plan. This is a conditional field and enterable on the Adjustment Response Message. The Cash Refund Amount is entered when the Cash Refund Indicator is populated with a “Y” value.

When the Cash Refund Indicator is populated with a “Y” value and the Cash Refund Amount is left blank, the user will receive the following error: “Cash Refund Amount is required.”



Action Code: Identifies the resolution or response to an Adjustment Request Message. The Action Code is selectable from a drop-down menu and is required on an Adjustment Response Message. Action Codes are defined for Host only, Home only or both and will display based on the Host and Home Tabs. (All Action Codes can be found in Appendix B.)

If the Action Code is not populated on the Adjustment Response Message, the user will receive the following error: “Action Code is required.”



Adjustment Receipt Date: The date the Plan received the adjustment request. The Adjustment Receipt Date is prepopulated from the Adjustment Request Message and protected. When a Host Plan creates an Adjustment SF to send back to the Home Plan on the Adjustment Response Message, the Host Plan should use the Adjustment Receipt Date from the Adjustment Request Message on the Adjustment SF. This will be covered in more detail in Section 12 of this manual.

5.2.2. Creating an Adjustment Response Message as a Home Plan

If the Home Plan chooses to deny an Adjustment Request Message, it needs to provide an Adjustment Response to that request. The Home Plan can send an approval Adjustment Response Message back to the Host Plan; however it should not close the Adjustment Request Message. Closing an Adjustment Request Message will be covered in Section 7 of this manual.

The Home Adjustment Response Message contains the same fields from the Adjustment Request Message as the Host Adjustment Response Message does.

Adjustment SF Indicator: Indicates whether an adjustment SF will be sent to the processing site. The Adjustment SF Indicator on the Adjustment Response Message is prepopulated with the “N” value and protected.

Adjustment Receipt Date: The date the Plan received the adjustment request. The Adjustment Receipt Date is prepopulated from the Adjustment Request Message and protected.

Cash Refund Indicator: Displays the status of the cash amount to be refunded to the local Plan from the provider or member. The Cash Refund Indicator is prepopulated with the value “N” on the Adjustment Response Message.

Cash Refund Amount: Displays the amount refunded from the provider or member to the local Plan. The Cash Refund Amount is prepopulated with 0.00 and is not enterable on the Adjustment Response Message.

Action Code: Identifies the resolution or response to an Adjustment Request Message. Action Code is selectable from a drop down menu and is required on an Adjustment Response Message. The Action Codes are defined for Host only, Home only or both and will display based on the Host and Home tab. All Action Codes can be found in Appendix B

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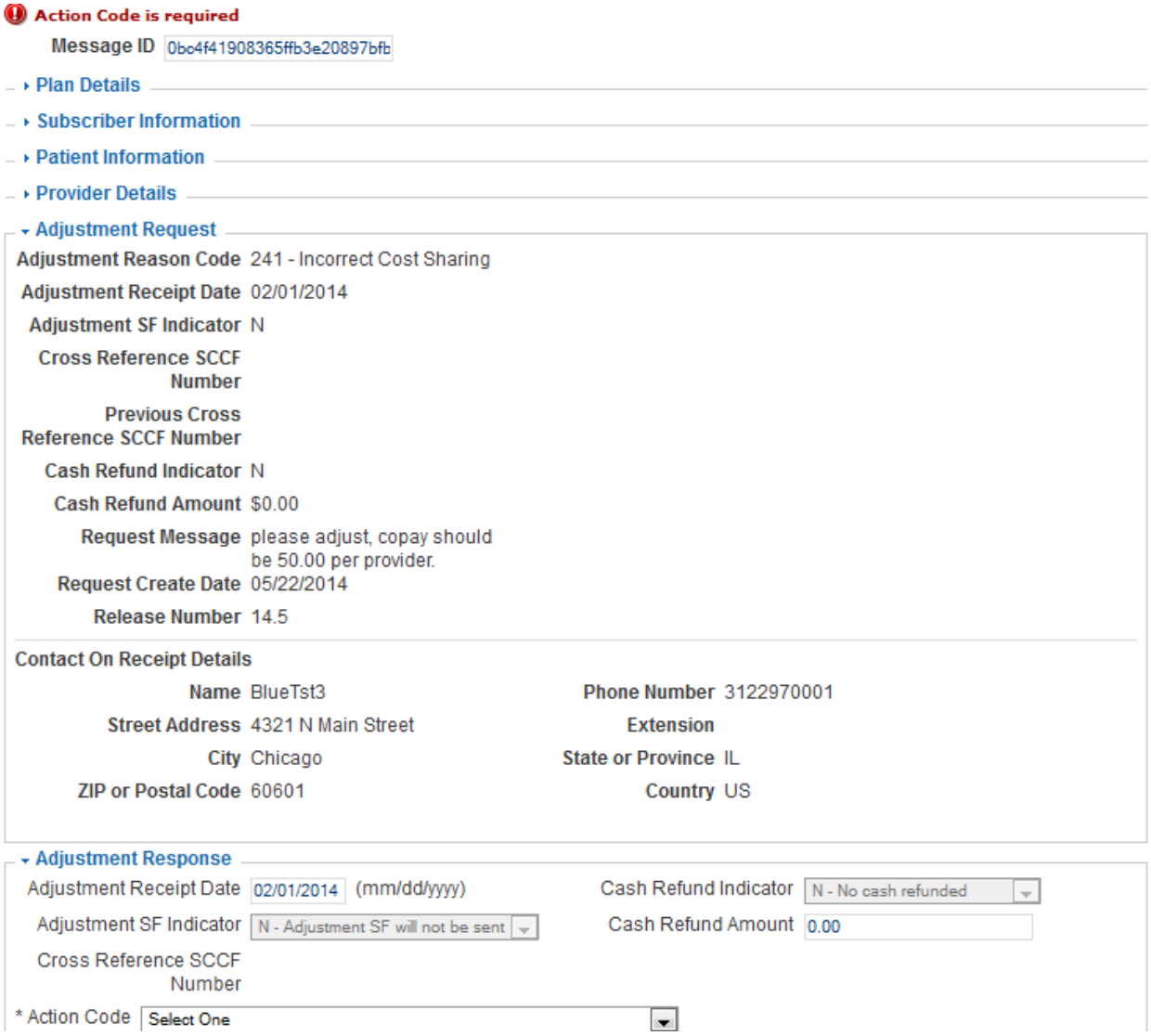
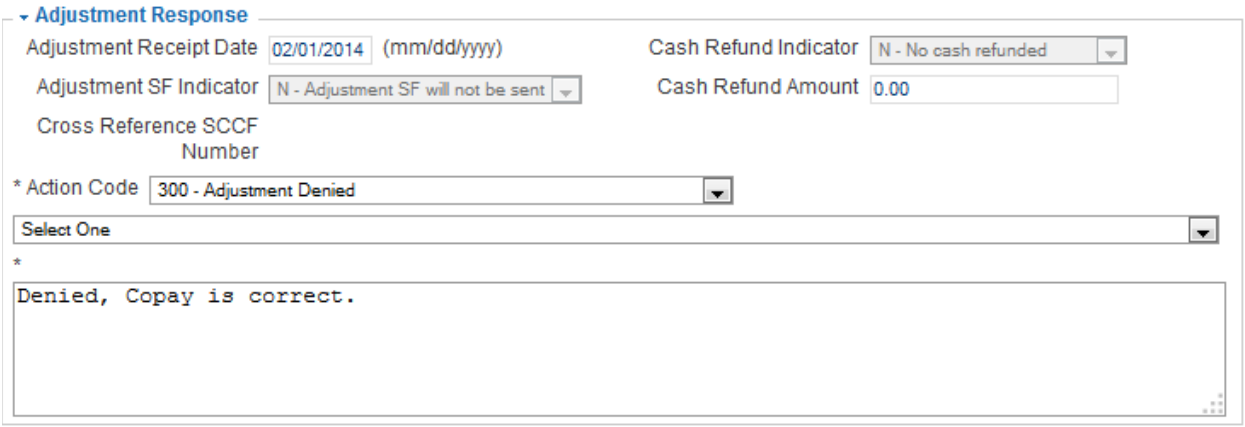
If the Action Code is not populated on the Adjustment Response Message, the user will receive the following error: “Action Code is Required.”

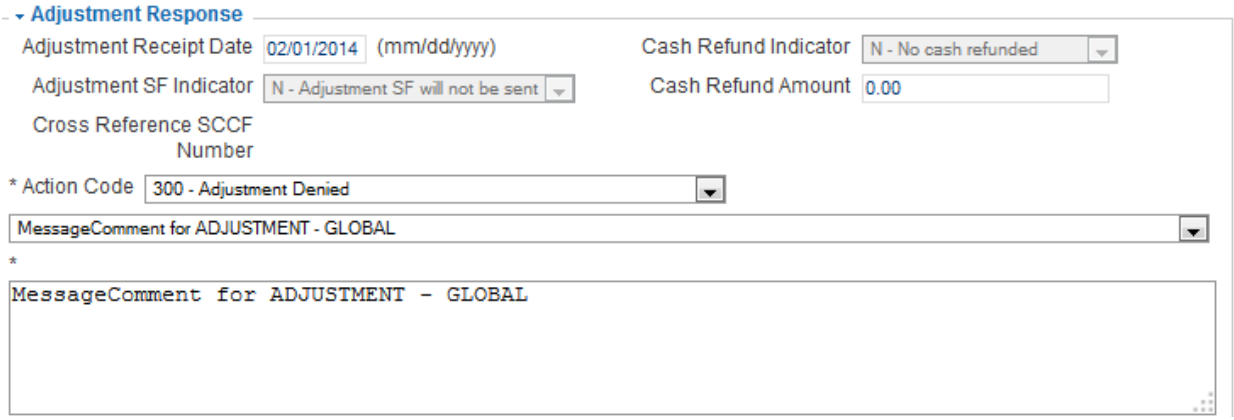


5.3 Adjustment Response Message Section

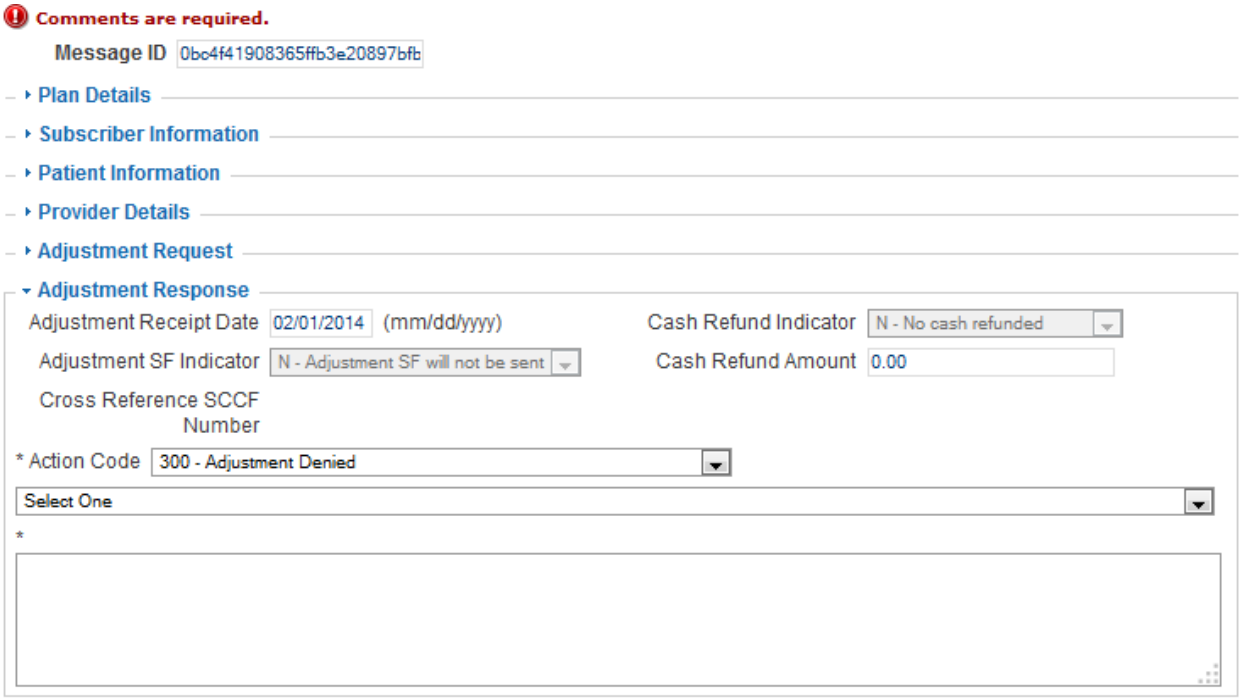
Message Comments are a required piece of the Adjustment Request Message. The message section will allow up to 512 characters, free-form text as shown below:



Plans also have the option to configure predefined comments for the Message Section, as shown below:



When the Message section is not populated by either free-form or predefined text, the user will receive the following error: “Comments are required.”



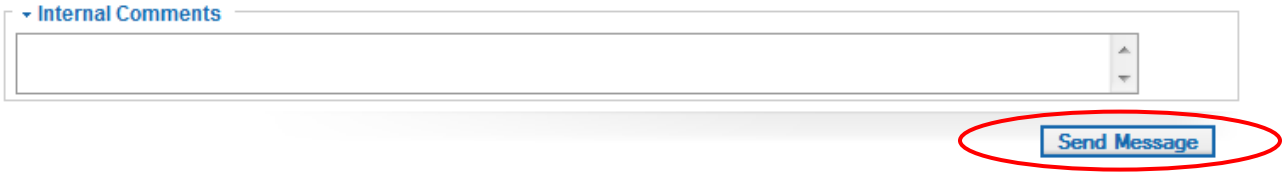
5.3.1. Contact on Receipt Details

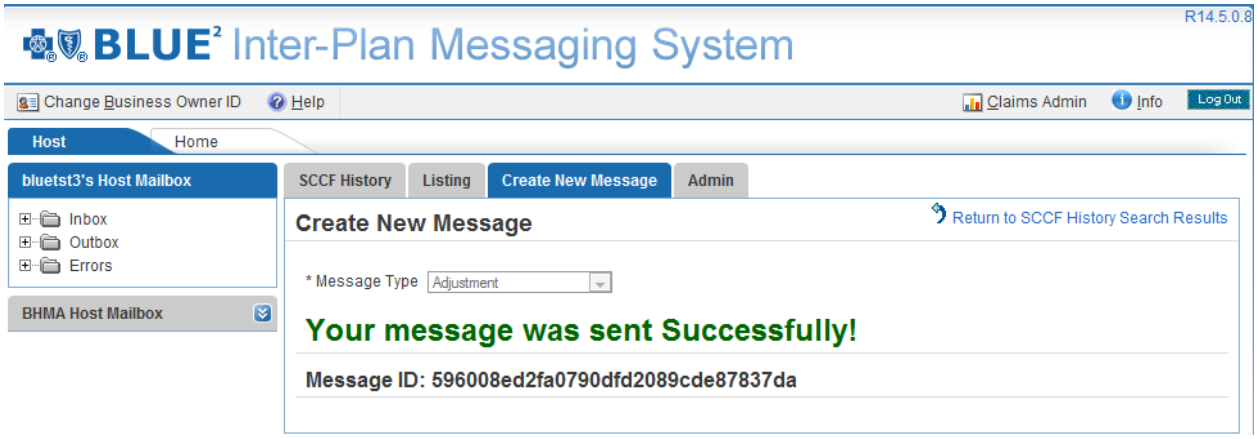
The Contact on Receipt Details, the last step before sending an Adjustment Response Message, can be configured based on your Blue^2 user ID by selecting the “Get Contact” button, or it may be manually entered.

The Name and Phone number fields are required on the Adjustment Response Message, as with any Blue^2 message. When these fields are not populated the user will receive the following errors: “Contact Name is required” and “Phone is required.”

5.3.2. Sending an Adjustment Response Message

Once all information has been populated, including the contact information, the user should select the “Send Message” button. The following message will be displayed:





The Adjustment Response Message can now be viewed on the sending side and the receiving side.

SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140906203600	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140906203600	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140906203600	ADJUSTREQ	--	--	Closed	PRSD	05/23/2014	II	VOV12345	241	--	E_89353C
01020140906203600	ADJUSTRESP	--	--	Closed	PRSD	05/23/2014	II	VOV12345	241	300	E_89353C
01020140906203600	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

5.4 Section 5 Highlights

In Section 5, the following points were covered about Adjustment Response Messages:

- Host Plans and Home Plans populate Adjustment Response Messages differently.
- Only one Adjustment Response Message can be sent.
- Validations occur on the Adjustment Response Message when fields are not populated or are populated in error.
- Home Plan–defined Action Codes can only be used on the Home Plan side. Host Plan–defined Action Codes can only be used on the Host side.
- Home Plans that respond to an Adjustment Request Message with an approval Action will not close the Adjustment Request Message.

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6. Cancel Adjustment Message Overview

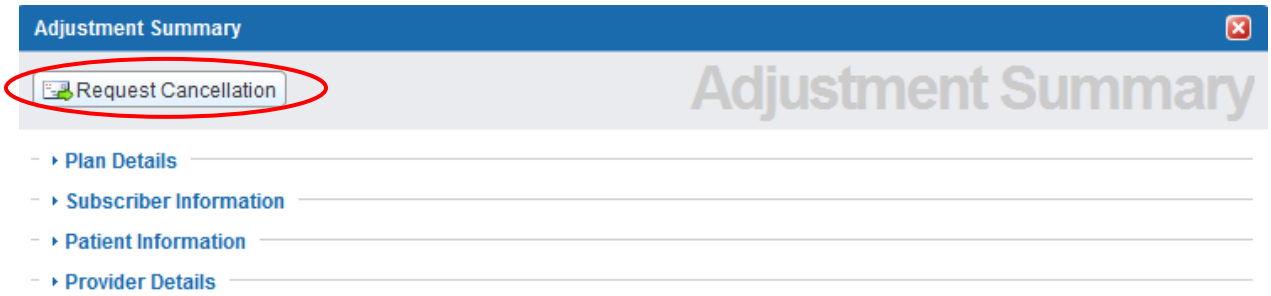
6.1 Cancel Adjustment Message Details

The Cancel Adjustment Message is a two-way Blue[2] message and requires a response to approve or deny the request. The Cancel Adjustment Message can be sent by either the Host or the Home Plan and requires an approval or denial from the receiving Plan. If the Cancel Adjustment Message is approved, the Adjustment Request is closed. If the Cancel Adjustment Message is denied, the Adjustment Request must be responded to and closed. When the Cancel Adjustment Message is approved, additional Adjustment Request messages can be initiated as needed.

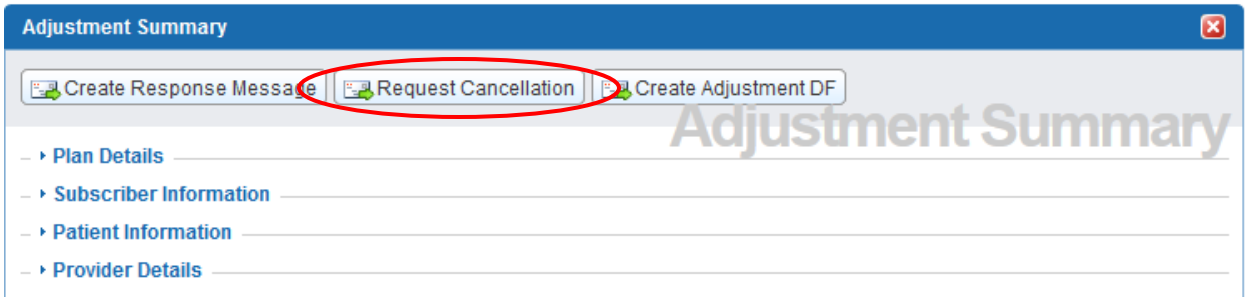
Cancel Adjustment is the Blue[2] equivalent to the NF 00. There is no approval process for the NF 00, and it is sent by the Plan that initiated the adjustment.

Cancel Adjustment Message can be initiated from either the Host Adjustment Summary Tab or the Home Adjustment Summary Tab when an unclosed Adjustment Request Message is on file, as shown below. The Adjustment Summary only displays the “Request Cancellation” button when there is no pending request:

Host Plan:



Home Plan:



The Cancel Adjustment Message only contains one required field, the Comments section. Like Adjustment Request Messages and Adjustment Response Messages, the Comments section can be prefedined or free-form text allowing up to 512 characters.

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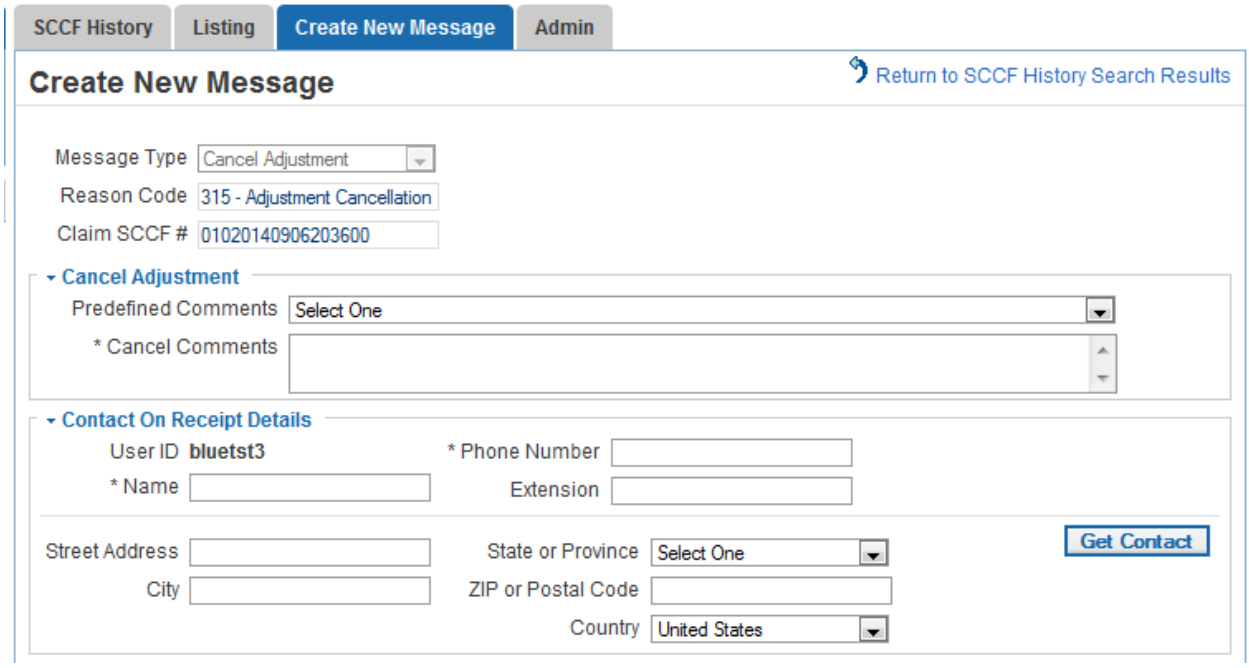
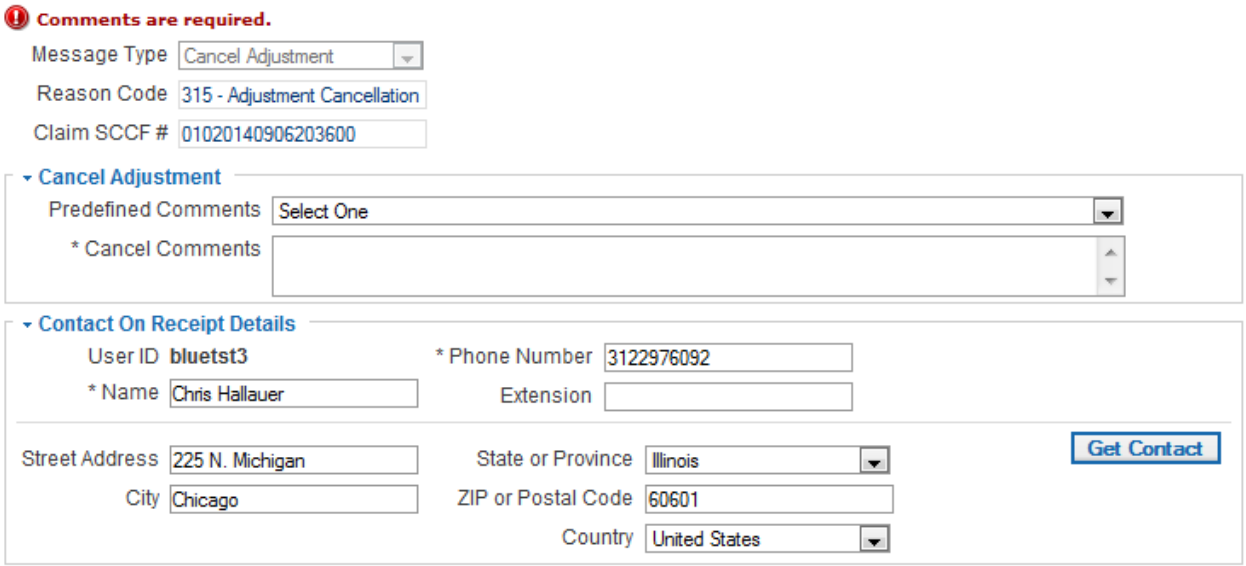


When the comment section is not filled out, the user will receive the following error: “Comments are required.”



6.1.1. When to Send a Cancel Adjustment Message

While every effort should be made to close an Adjustment Request Message, at times for technical reasons this may not be possible. Below are some considerations as to when to initiate a Cancel Adjustment Message:

- The Adjustment Request Message was sent in error. Since Blue2 is a real-time application, there is no way to stop an Adjustment Request Message once it is sent. Initiating a Cancel Adjustment Message is an option.

- Adjustment Request Messages and Adjustment Response Messages remain open on both the sending and receiving side. A Cancel Adjustment Message, once approved, will close the Adjustment Request Message and Adjustment Response Message.

- Only one pending Cancel Adjustment Message can be present at a time. The system will validate that the Cancel Adjustment Message is in closed stated before a new Cancel Adjustment Message can be sent. Blue2 will fail an incoming Cancel Adjustment Message at the receiving Plan if a pending one already exists.

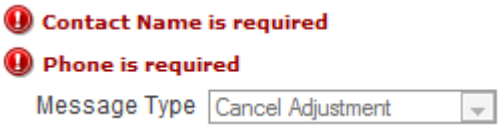
- Home Plans may initiate a Cancel Adjustment Message when a valid DF cannot be created and sent back to the Host Plan and when the option to send an Adjustment Response Message is not available.

Plans should incorporate local considerations, based on the above considerations, as to when to send a Cancel Adjustment Message.

6.1.2. Contact on Receipt Details

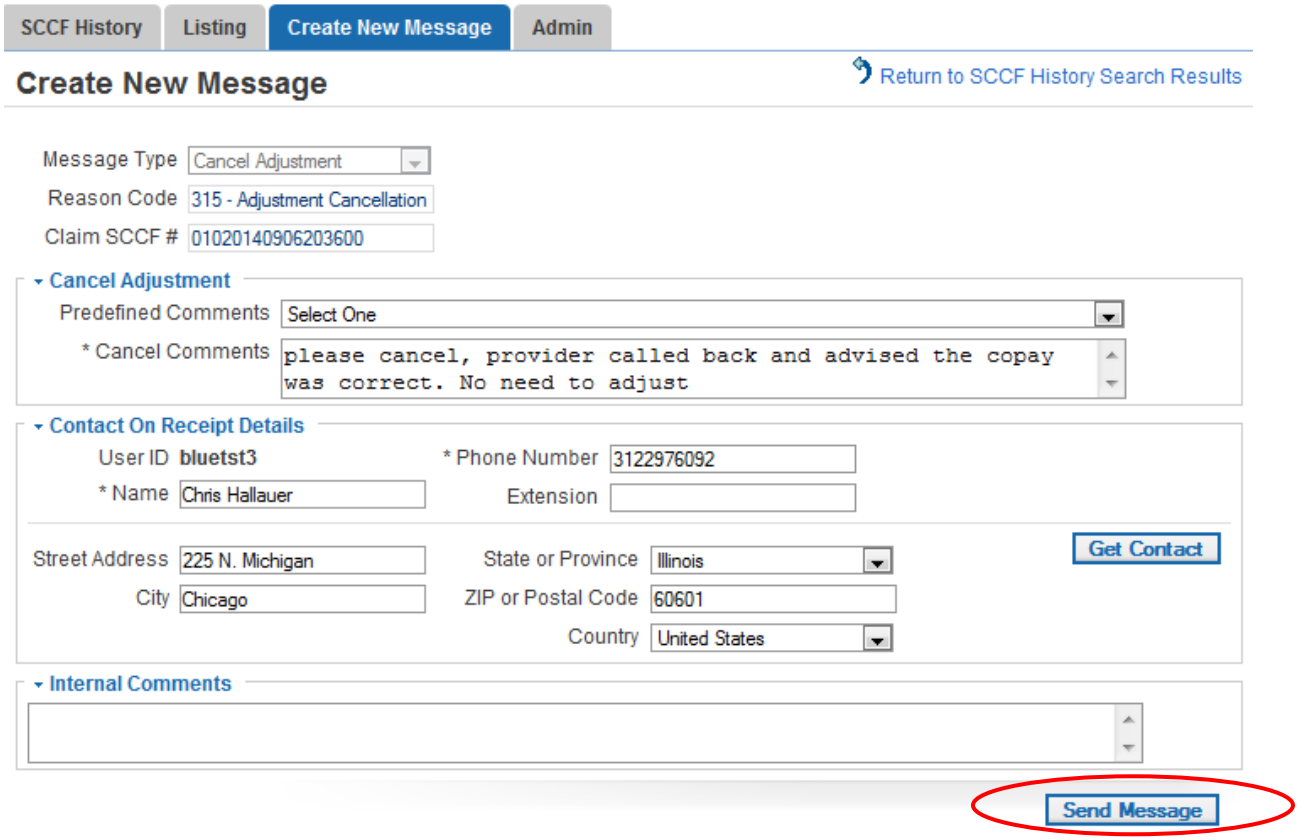
The Contact on Receipt Details, the last step before sending your Cancel Adjustment Message, can be configured based on your Blue^2 user ID by selecting the “Get Contact” button, or it may be manually entered.

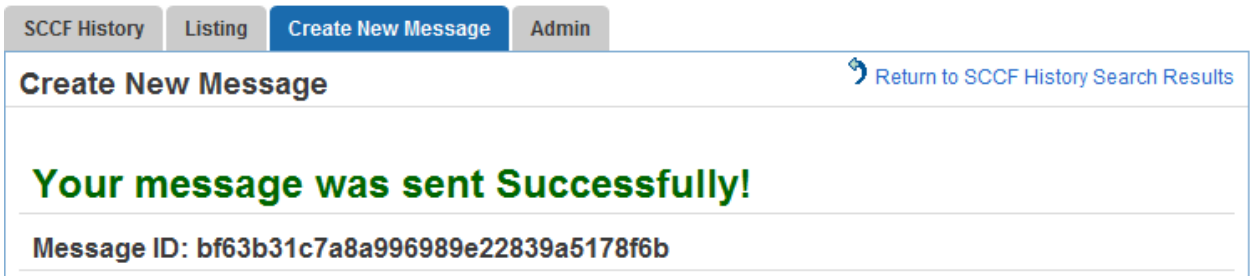
The Name and Phone Number fields are both required on the Cancel Adjustment Message, as with any Blue[2] message. When the fields are not populated the user will receive the following errors: “Contact Name is required” and “Phone is required.”



6.1.3. Sending a Cancel Adjustment Message

Once all the information is populated in the Cancel Adjustment Message, including the contact information, the “Send Message” button should be selected and the message below will be displayed:





The Cancel Adjustment Message can now be seen on the sending side and the receiving side.

SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host PI
01020140906203600	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140906203600	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140906203600	ADJUSTREQ	--	--	Open	PRSD	05/26/2014	II	VOV12345	241	--	E_89353C
01020140906203600	CNCLADJREQ	--	--	Open	PRSD	05/26/2014	II	VOV12345	315	--	E_89353C
01020140906203600	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

The Cancel Adjustment Message has its own unique Reason Code: 315-Adjustment Cacellation.

6.1.4. Cancel Adjustment Message Approval/Denial Process

The Plan receiving the Cancel Adjustment Message has the option to approve or deny it, as shown below:

Cancel Adjustment Summary

Approve/Deny Cancellation

Cancel Adjustment Summary

Plan Details

Internal Comments

Save Comments

Cancel Adjustment Request

Adjustment Message ID	caece33ee5fc0aa90475406e38c92750
Cancel Adjustment Reason Code	315 - Adjustment Cancellation
Comments	please cancel, provider called back and advised the copay was correct. No need to adjust
Message Status Code	Processed
Open Close Indicator	Open
Create Date	05/26/2014
Release Number	14.5

Plans need to determine whether it is appropriate to approve or deny a Cancel Adjustment Message. Some things to consider include:

- Is the local claim processed in the adjudication system and can it be backed out?
- Is the adjustment DF already created and in the next batch cycle? (This will be covered in more detail when real-time and batch flows are discussed.)

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- Has the adjustment been incorporated into workflow efforts?
- Has notification of adjudication results been sent to the provider or member?

Whether to approve or deny the Cancel Adjustment Message is at the discretion of the Plan.

6.2 Cancel Adjustment Response Message

Once the “Approve/Deny Cancellation” button is selected, the sections and fields described below will be displayed.

6.2.1. Plan Details

The following fields are included in the Plan Details section:

Message ID: The unique identifier assigned to all Blue² messages.

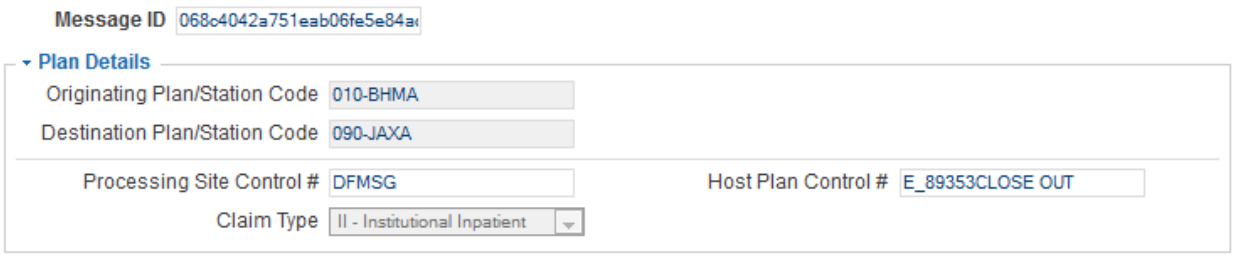
Originating Plan Code/Station Code: Displays the Plan Code/Station Code of the Plan sending the message.

Destination Plan Code/Station Code: Displays the Plan Code/Station Code of the Plan receiving the message.

Host Plan Control #: Displays the control number assigned by the local Plan receiving the claim to facilitate records retrieval or file coordination.

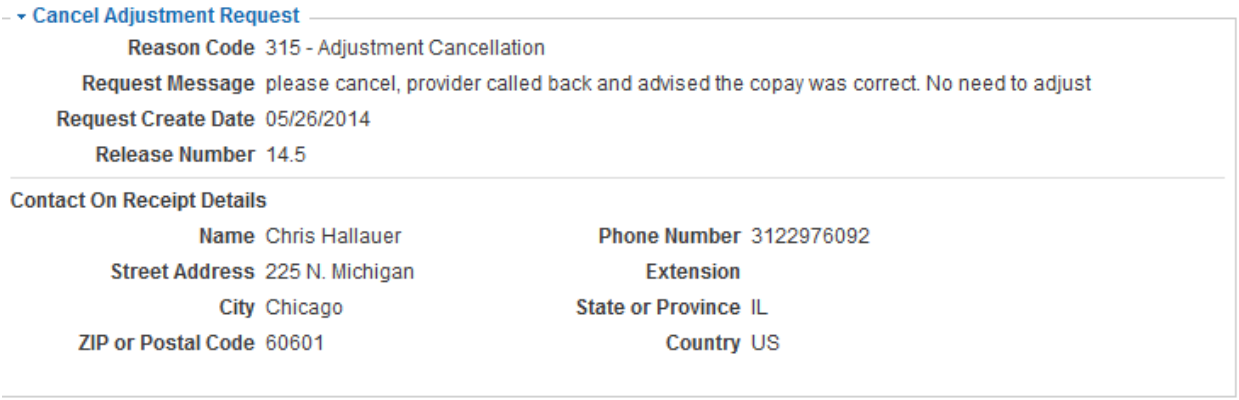
Processing Site Control #: Displays the control number assigned by the processing site for the claim to coordinate files or facilitate retrieval of records.

Claim Type: Displays the claim type.



6.2.2. Cancel Adjustment Request Details

The information in the Cancel Adjustment Message from the sending Plan is also included, providing notice to the receiving Plan as to why the Cancel Adjustment Message was sent:

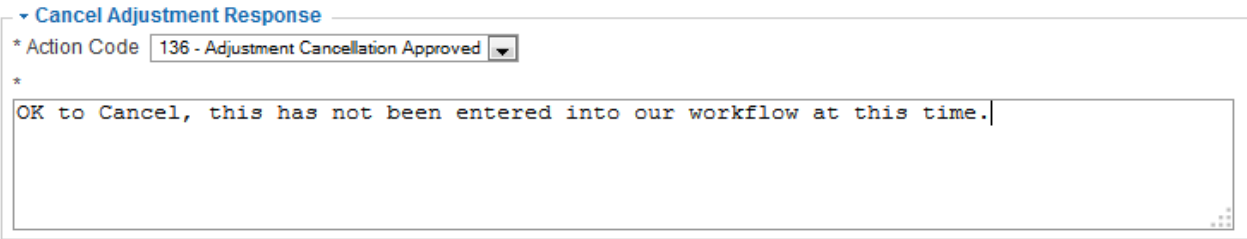


6.2.3. Cancel Adjustment Response Details

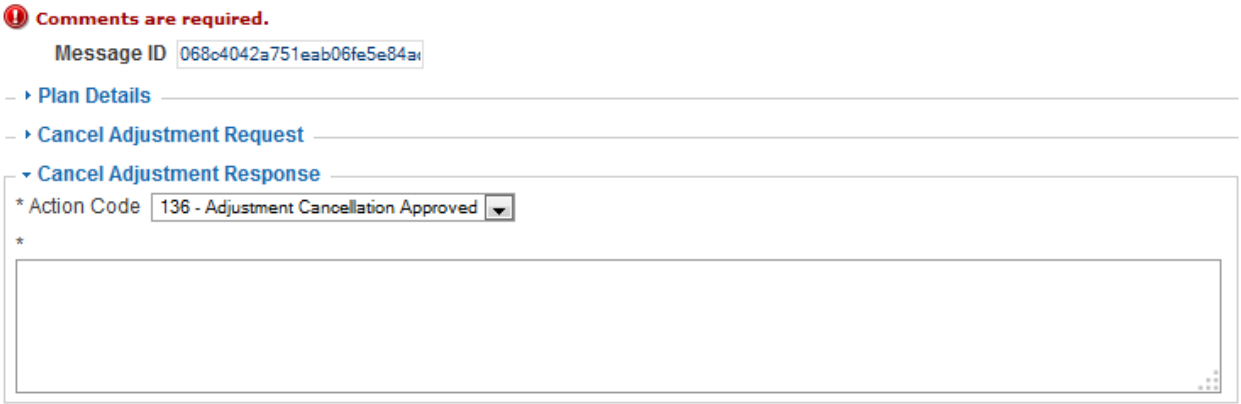
The Cancel Adjustment Response allows users to select an Approval or Denial Action Code for the Cancel Adjustment Message. The following Action Codes have been created and are selectable from a drop-down menu:

- 136: Adjustment Cancellation Approved.
- 137: Adjustment Cancellation Denied.

Comments are required when approving or denying the Cancel Adjustment Message. Unlike the Adjustment Response Message, comments are free-form text up to 512 characters and are not predefined as the other adjustment messages are.

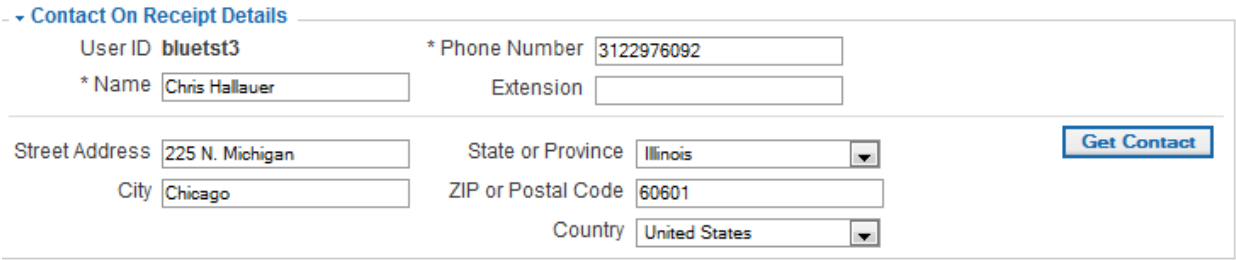


When comments are not included, the user will receive the following error: “Comments are required.”

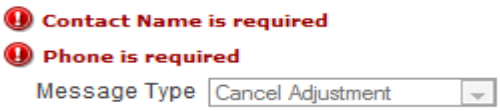


6.2.4. Contact on Receipt Details

The Contact on Receipt Details, the last step before sending a Cancel Adjustment Message, can be configured based on your Blue[2] user ID by selecting the “Get Contact” button, or it may be manually entered.

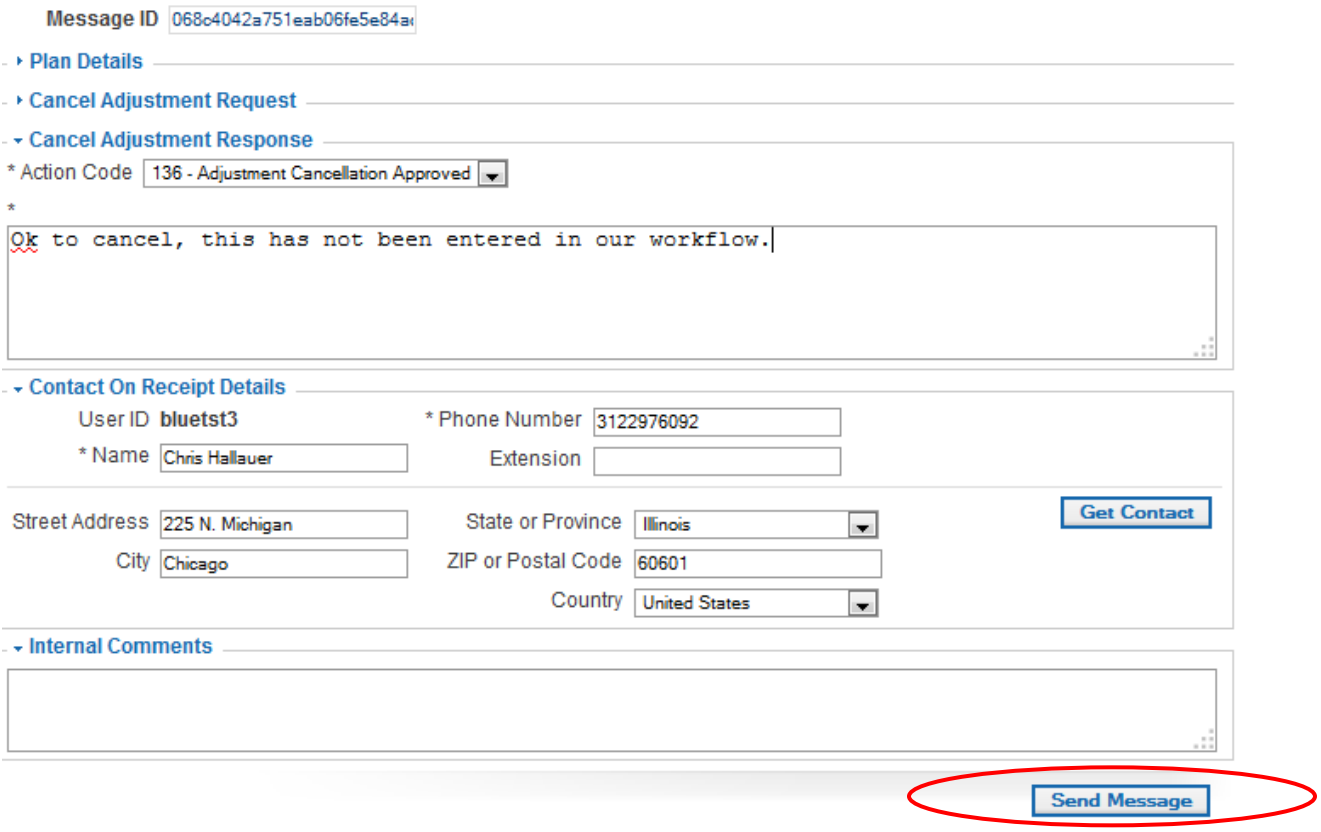


The Name and Phone Number fields are both required on the Cancel Adjustment Message, as with any Blue[2] message. When the fields are not populated the user will receive the following errors: “Contact Name is required” and “Phone is required.”



6.2.5. Sending a Cancel Adjustment Response Message

Once all the information is populated in the Cancel Adjustment Response Message, including the contact information, the “Send Message” button should be selected and the message below will be displayed:



Since the Cancel Adjustment Message was approved, it can now be seen on the sending side and receiving side as closed. The Adjustment Request Message will also be closed and processed since the Cancel Adjustment Message was approved.:

SCCF History Search Results

Showing 1-6 of 6 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host F
01020140906203600	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353
01020140906203600	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353
01020140906203600	ADJUSTREQ	--	--	Closed	PRSD	05/26/2014	II	VOV12345	241	--	E_89353
01020140906203600	CNCLADJREQ	--	--	Closed	PRSD	05/26/2014	II	VOV12345	315	--	E_89353
01020140906203600	CNCLADJRESP	--	--	Closed	PRSD	05/26/2014	II	VOV12345	315	136	E_89353
01020140906203600	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353

6.2.6. When a Cancel Adjustment Message Is Denied.

If a Cancel Adjustment Message is denied for whatever reason by the receiving Plan, it is expected that the Adjustment Request will do one of the following:

- Continue through the adjustment process, creating an Adjustment DF.
- Cause an Adjustment Response with a denial Action Code to be sent.

The denied Cancel Adjustment Message will leave the Adjustment Request open and close the Cancel Adjustment Message as shown below:

SCCF History Search Results

Showing 1-6 of 6 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host F
01020140906203600	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353
01020140906203600	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353
01020140906203600	ADJUSTREQ	--	--	Open	PRSD	05/26/2014	II	VOV12345	241	--	E_89353
01020140906203600	CNCLADJREQ	--	--	Closed	PRSD	05/26/2014	II	VOV12345	315	--	E_89353
01020140906203600	CNCLADJRESP	--	--	Closed	PRSD	05/26/2014	II	VOV12345	315	137	E_89353
01020140906203600	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353

6.3 Section 6 Highlights

In Section 6, the following points were covered about Cancel Adjustment Messages:

- Cancel Adjustment Messages can be sent by the sending Plan or the receiving Plan.
- An approval/denial process has been put in place for Plans receiving a Cancel

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Adjustment Message.

- A Cancel Adjustment Message can only be sent from the Adjustment Summary screen.
- Two new Action Codes have been created for the Cancel Adjustment Response Message.
- If the Cancel Adjustment Message is approved, the Adjustment Request is closed.
- If the Cancel Adjustment Message is denied, it is expected that the adjustment will be processed through current processing.

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7. Closing an Adjustment Message

7.1 Criteria for Closing an Adjustment Message

Like the NF 06, the Adjustment Message is considered closed when:

- A Void DF is posted.
- An Adjustment Response is sent or received with a denial action code.
- The Cancel Adjustment Request is approved.

Both Home and Host Plans have reporting standards for adjustment processing. Home Plans are measured based on the percentage of adjustments processed within 14 calendar days. Host Plans are measured based on the percentage of adjustments processed within seven calendar days. When Host and Home Plans exceed the amount of processing time, they can negatively impact their overall performance results. Based on these performance standards, it is essential that Adjustment Messages are closed in a timely manner.

7.1.1. Void DF

In a later section of this manual, we will review in detail creating Adjustment DFs, which include:

- Void DF.
- Reissue DF.
- Closeout DF.

Here we will review how the Void DF closes the Adjustment Message. A Void DF takes back the original approved amount on the DF. The Void DF can be stand-alone when a total void Adjustment Request is sent. The Void DF can also accompany a Reissue DF for Void and Reissue Adjustments, Void/Reissue/Closeout Adjustments and Streamlined Adjustments.

A Void DF is also identified by the Disposition Code (which identifies the status of the claim) of a 4, which voids out the original or the reissue DF.

An Adjustment Request Message cannot be sent on a void DF. As seen in Section 3, there are validation edits in place that will not allow users to create an Adjustment Request Message on a Void DF from the DF Summary Screen or the Create New Message Tab.

Once the Void DF is posted to formats, the Adjustment Message is closed as shown below:

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Open Message:

SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plar
01020140906203600	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140906203600	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140906203600	ADJUSTREQ	--	--	Open	PRSD	05/27/2014	II	VOV12345	205	--	E_89353CL
01020140906203600	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

Closed Message with a Void DF:

SCCF History Search Results

Showing 1-6 of 6 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plar
01020140906203600	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140906203600	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140906203600	DF	V	4	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140906203600	ADJUSTREQ	--	--	Closed	PRSD	05/27/2014	II	VOV12345	205	--	E_89353CL
01020140906203600	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140906203600	RF	V	4	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

7.1.2. Adjustment Response Message with a Denial Action Code

Another option for closing an Adjustment Message is an Adjustment Response Message with a denial Action Code. Section 5 reviewed Adjustment Response Message Details with a few points related to using a denial Action Code, which would close the Adjustment Message.

The 300 series Action Codes for the Adjustment Response Message are always considered denial Action Codes. These Action Codes will close the Adjustment Message, similar to the Void DF. The closing of the Adjustment Message will happen in real time since these are handled through Blue[2]. A complete list of Action Codes can be found in Appendix B of this manual.

Along with closing the Adjustment Message, the Adjustment Response Message with a denial Action Code will also close any Adjustment SF that may have been sent with the Adjustment Request. (The Adjustment Request with the Adjustment SF will be covered in another section of this manual.) Today, this is a manual process for Plans, which requires creating a closeout DF with DF Message Code 1062 to close an Adjustment SF. Plans will no longer have to do this with Release 14.5. However, they can optionally choose to do this if they like. Below is an example of an Adjustment Response with a denial Action Code closing the Adjustment Message:

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Open Message:

SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan
01020140906203600	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140906203600	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140906203600	ADJUSTREQ	--	--	Open	PRSD	05/28/2014	II	VOV12345	261	--	E_89353CL
01020140906203600	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

Closed with an Adjustment Response that has a Denial Action Code

SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140906203600	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140906203600	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140906203600	ADJUSTREQ	--	--	Closed	PRSD	05/28/2014	II	VOV12345	261	--	E_89353C
01020140906203600	ADJUSTRESP	--	--	Closed	PRSD	05/28/2014	II	VOV12345	261	300	E_89353C
01020140906203600	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

7.1.3. Closing an Adjustment Message with a Cancel Adjustment Approval

As we covered in Section 6, Cancel Adjustment Message Overview, once a Cancel Adjustment is approved, the Adjustment Message is closed. The example below shows the Cancel Message closing the Adjustment Message:

Open Message with a Cancel Adjustment Message:

SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pl
01020140906203600	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140906203600	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140906203600	ADJUSTREQ	--	--	Open	PRSD	05/28/2014	II	VOV12345	206	--	E_89353C
01020140906203600	CNCLADJREQ	--	--	Open	PRSD	05/28/2014	II	VOV12345	315	--	E_89353C
01020140906203600	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

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Closed Message with a Cancel Adjustment Message Approval:

SCCF History Search Results

Showing 1-6 of 6 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host F
01020140906203600	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353
01020140906203600	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353
01020140906203600	ADJUSTREQ	--	--	Closed	PRSD	05/28/2014	II	VOV12345	206	--	E_89353
01020140906203600	CNCLADJREQ	--	--	Closed	PRSD	05/28/2014	II	VOV12345	315	--	E_89353
01020140906203600	CNCLADJRESP	--	--	Closed	PRSD	05/28/2014	II	VOV12345	315	136	E_89353
01020140906203600	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353

7.2 Section 7 Highlights

In Section 7, the following points were covered about closing an Adjustment Message:

- An Adjustment Message is closed when:
  - A Void DF is posted.
  - An Adjustment Response with a Denial Action Code is sent or received.
  - The Cancel Adjustment Message is approved.

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8. Adjustment SF and Adjustment DF Real-Time and Batch Capabilities

8.1 Real-Time and Batch Adjustments

Blue^2 is a real-time application where messages are sent instantaneously from sender to receiver and back. While Adjustment Messages can be sent as stand-alone messages, they often require Adjustment SF and DF transactions to be sent along with them. This process will be covered in another section.

Part of Adjustment Modernization with Release 14.5 provides an option for Home and Host Plans to send their Adjustment SFs and Adjustment DFs through the real-time process or continue sending them as batch transactions as they do today with NFs.

The Transmission Mode Code (TMC) identifies the system-generated method of transmission that will be used on the record. For the Adjustment SF and the Adjustment DF, Plans have the option of sending:

- TMC 1: Batch processing.
- TMC4: Real-Time Transport.

8.1.1. Real-Time Adjusted SFs Sent Through Batch

The SF edit process will be modified to allow the TMC value of 4 (Real-Time Transport) on the SF. Currently during the SF edit process, if an adjustment SF and the value of TMG is greater than 1 the following edits are issued:

- IT045 (Institutional) and PT045 (Professional): Transmission Mode Code must be valid.

In Release 14.5, both edits will be changed to be issued only when the TMC is a value other than 1 and 4.

8.1.2. Real-Time Adjustment SFs Created in Claims Administration

APPL_PARM Record 26 will now have a new parameter for Claims Administration when creating an Adjustment SF and Adjustment DF. This can be defined at the Business Owner ID (BOID) level or at the Plan Code level. The default in the parameter will be set to 1.

Today when an Adjustment SF is created the TMC is populated with a 1. This has now changed with Adjustment Modernization, allowing either a 1 or a 4 to be sent.

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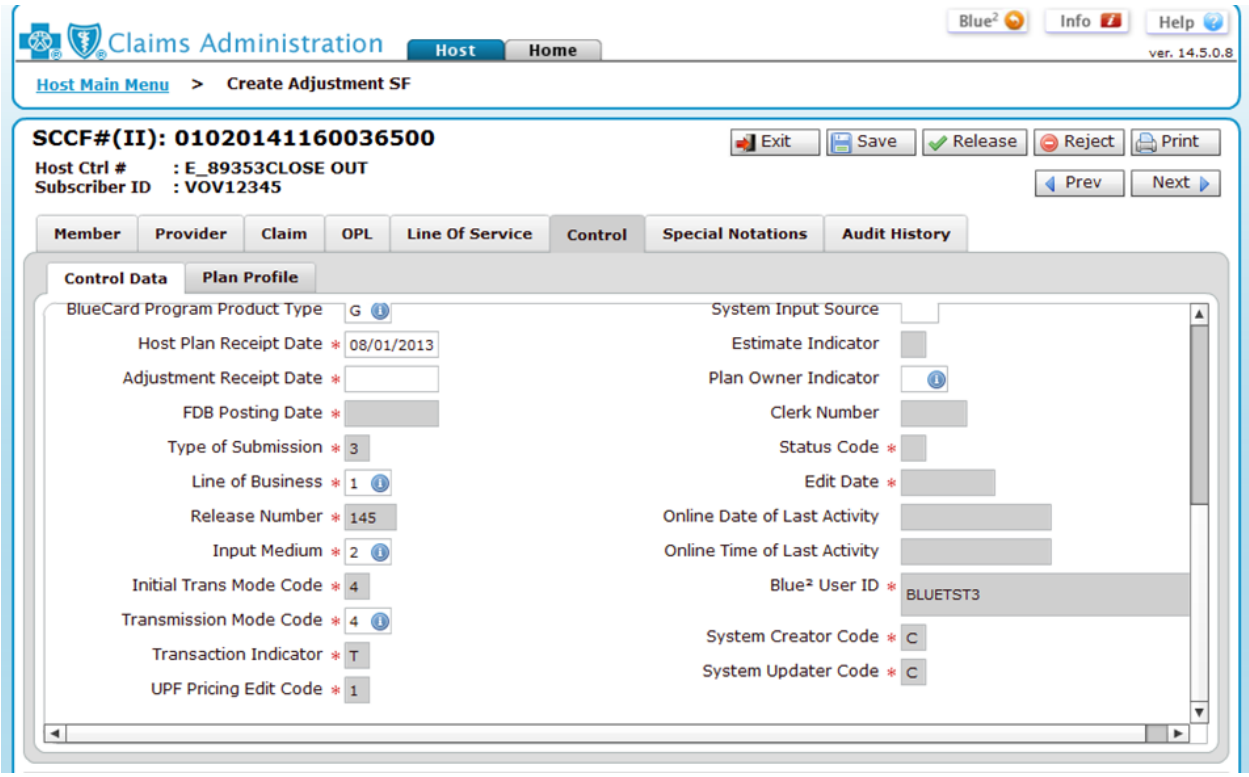
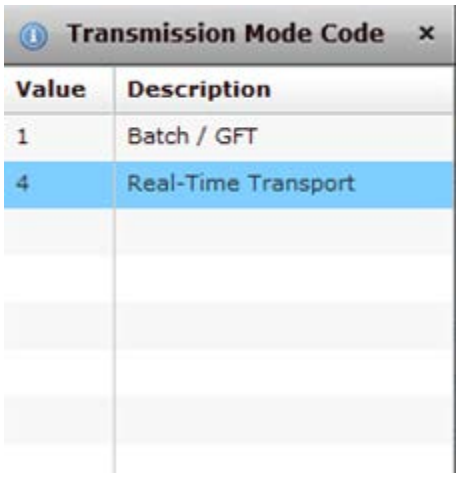
The TMC indicator on the Create Adjustment SF in Claims Administration is protected and cannot be altered. With the adjustment changes, this will now be unprotected and can be changed from the default value based on user security, as shown below:



Users with the appropriate security will be able to change the value of the TMC:



8.1.3. Real-Time Adjusted DFs Sent Through Batch

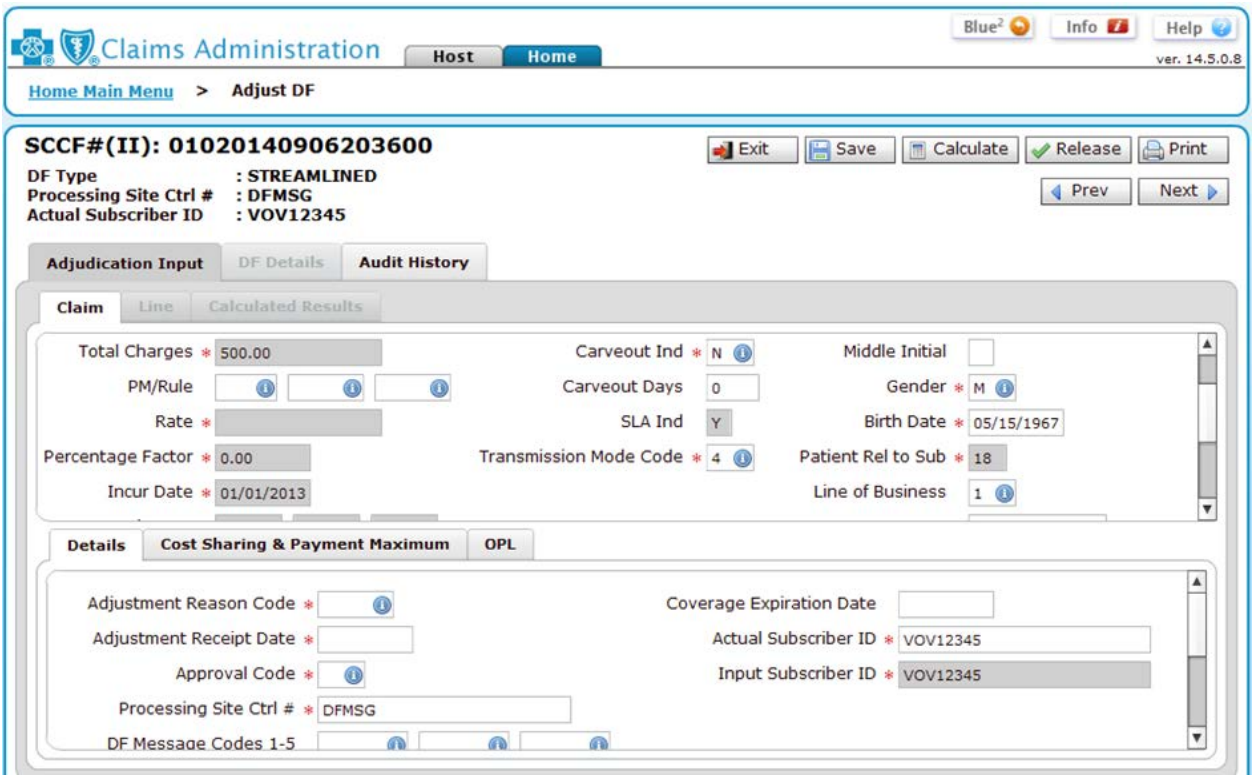
The DF edit process will now allow the TMC value of 4 (Real-Time Transport) on the Adjustment DF. Prior to Release 14.5, Adjustment DFs could only be a TMC value of 1.

8.1.4. Real-Time Adjusted DFs Created in Claims Administration

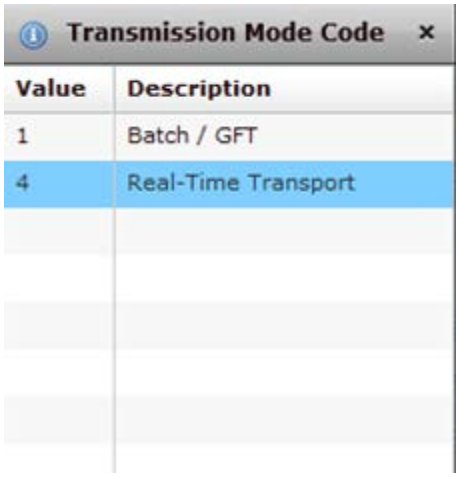
APPL_PARM Record 26 will now have a new parameter for Claims Administration when creating an Adjustment SF and Adjustment DF. This can be defined at the Business Owner ID (BOID) level or at the Plan Code level. The default in the parameter will be set to 1.

Today when an Adjustment DF is created the TMC is populated with 1. This has now changed with Adjustment Modernization, allowing either a 1 or a 4 to be sent.

The TMC indicator on the Create Adjustment DF in Claims Administration is protected and cannot be altered. With the adjustment changes, this will now be unprotected and can be changed from the default value based on user security, as shown below:



Users with the appropriate security will be able to change the value of the TMC:



8.2 Section 8 Highlights

In Section 8, the following points were covered about Adjustment SF and Adjustment DF real-time and batch capabilities:

- Host and Home Plans have the option of sending their Adjustment SFs and Adjustment DFs through real-time or batch processing.
- The SF and DF edit process has been modified to allow the Adjustment SF and Adjustment DF to be sent as TMC 4.
- Claims Administration has been updated to no longer protect the TMC. Users with the appropriate security will be allowed to change the TMC value.

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9. Creating an Adjustment Request Message with an Adjustment SF

9.1 Creating the Adjustment Request Message with Adjustment SF through Claims Administration

This section covers the process of creating an Adjustment SF that will be sent with the Adjustment Request Message. There are many ways the Adjustment SF can be created and tied to the Adjustment Request Message. Plans can:

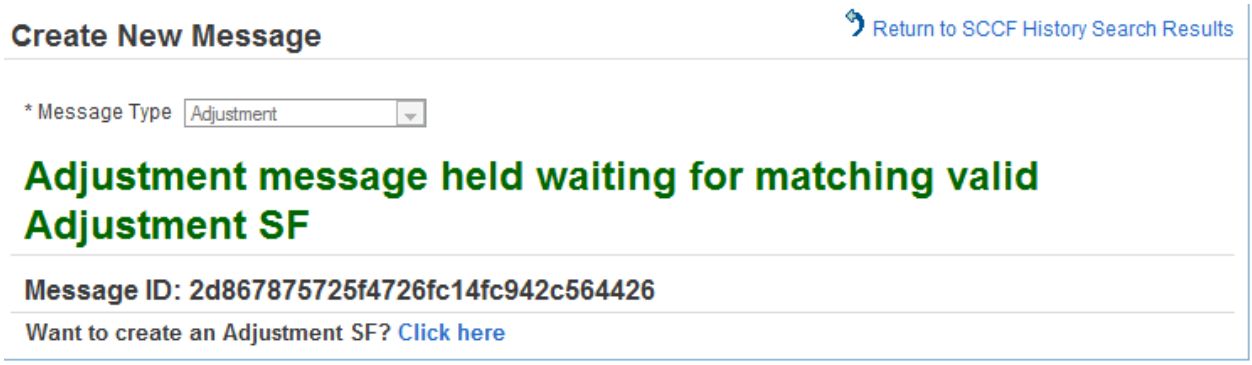
- Create the adjustment from their local system, mapping that information to the Adjustment SF and Adjustment Request Message.
- Create the Adjustment SF through Claims Administration.
- Create the Adjustment Request Message and then create the Adjustment SF through a local process or through Claims Administration.

Section 3, Adjustment Request Message Overview, covered the steps to create an Adjustment Request Message along with all the validation steps and field population required to successfully send a valid message.

The Adjustment SF Indicator is key for identifying whether an Adjustment SF will be created for the Adjustment Request Message. The Adjustment Reason Code used on the Adjustment Request Message will systematically populate the Adjustment SF Indicator.

9.1.1. Transferring to Claims Administration SF

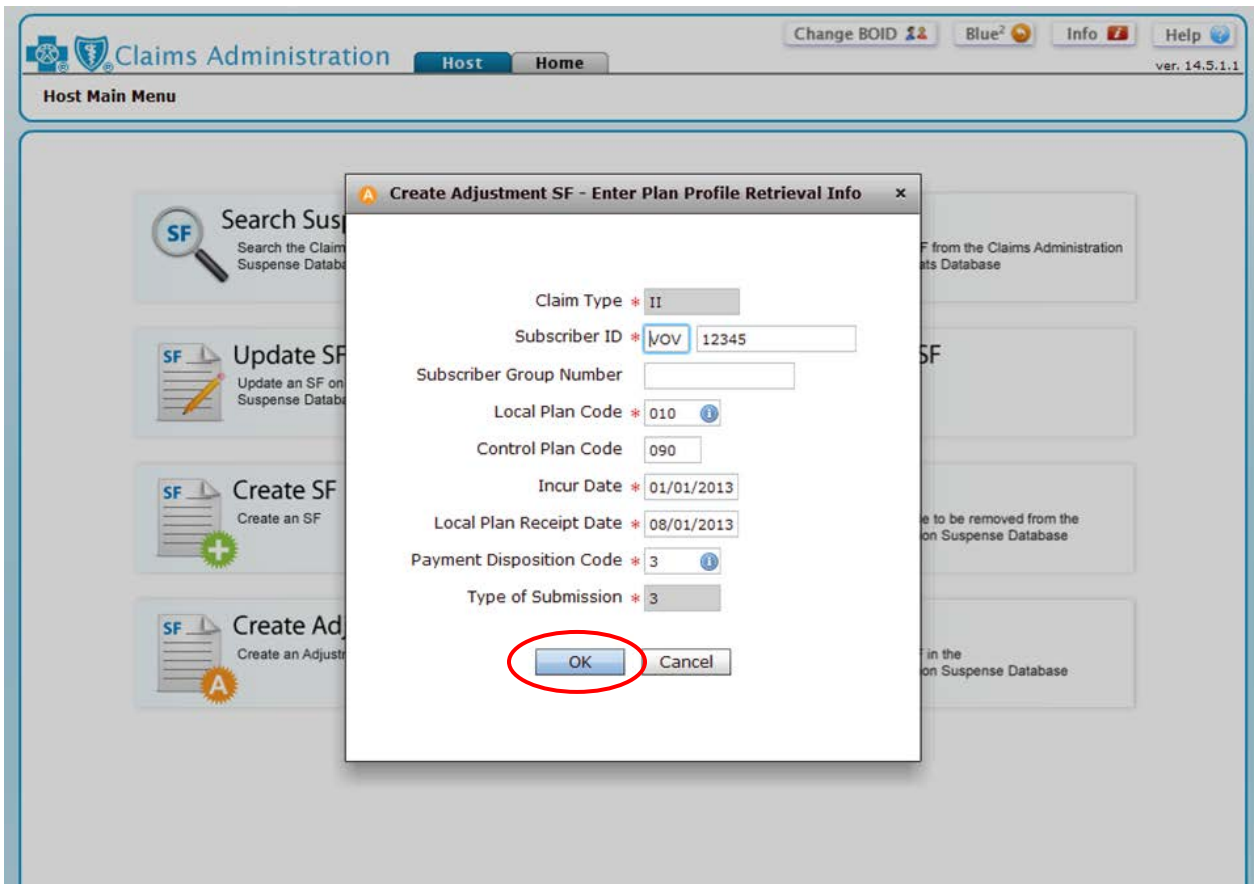
When the Adjustment Request Message is created and the user selects “send message,” the following message will appear along with the option to create an Adjustment SF.



Host Plans that are not using Claims Administration to create their Adjustment SFs or creating their Adjustment Request Messages through Web Services will not receive the option to create the Adjustment SF.

Host Plans that are using Claims Administration to create their Adjustment SFs should select the “Click here” hyperlink.

Once selected, the user will automatically be transferred to the Claims Administration “Create Adjustment SF” window, as shown below.



All Plan Profile information is prepopulated. The user then selects OK to enter the adjustment data for the Adjustment SF.

9.1.2. Adjustment Receipt Date Validation in Claims Administration

The Adjustment Receipt Date is an existing field on the Adjustment SF. The Adjustment Receipt Date “Indicates the date the request for an adjustment was received at the Plan.” Like the field on the Adjustment Request Message, validations will occur through the SF edit process to ensure that:

- The Adjustment Receipt Date on the Adjustment SF matches the Adjustment Receipt

Date on the Adjustment Request Message.

- The Adjustment Receipt Date is greater than or equal to the Host Plan Receipt Date.

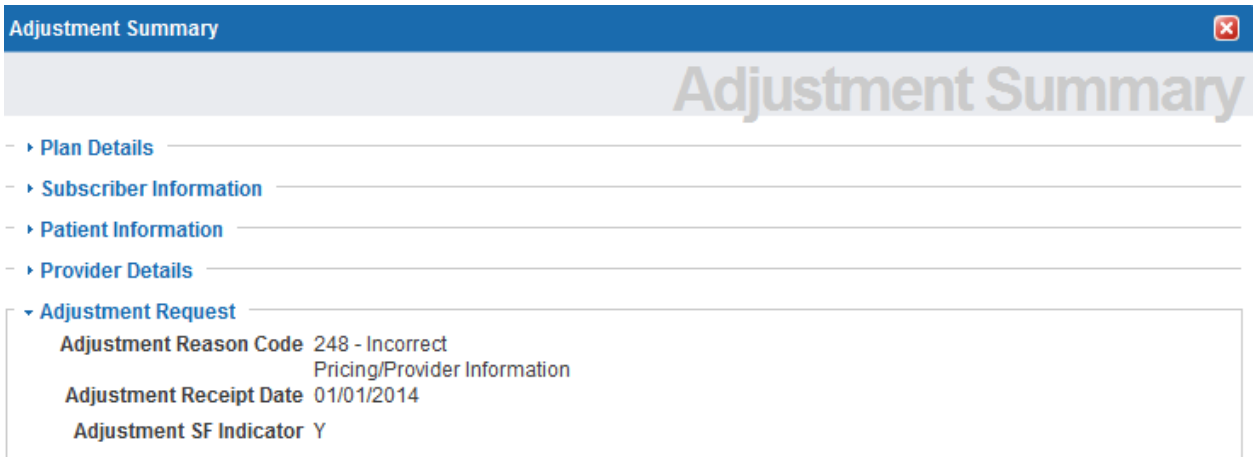
With Release 14.5 the following SF edits were modified to ensure the Adjustment Receipt Date on the Adjustment SF matched the Adjustment Receipt Date on the Adjustment Request Message:

IA046 (Institutional) and PA046 (Professional): 'ADJ RCPT DT IS INVALID OR DOES NOT MATCH THE ADJUSTMENT MESSAGE'

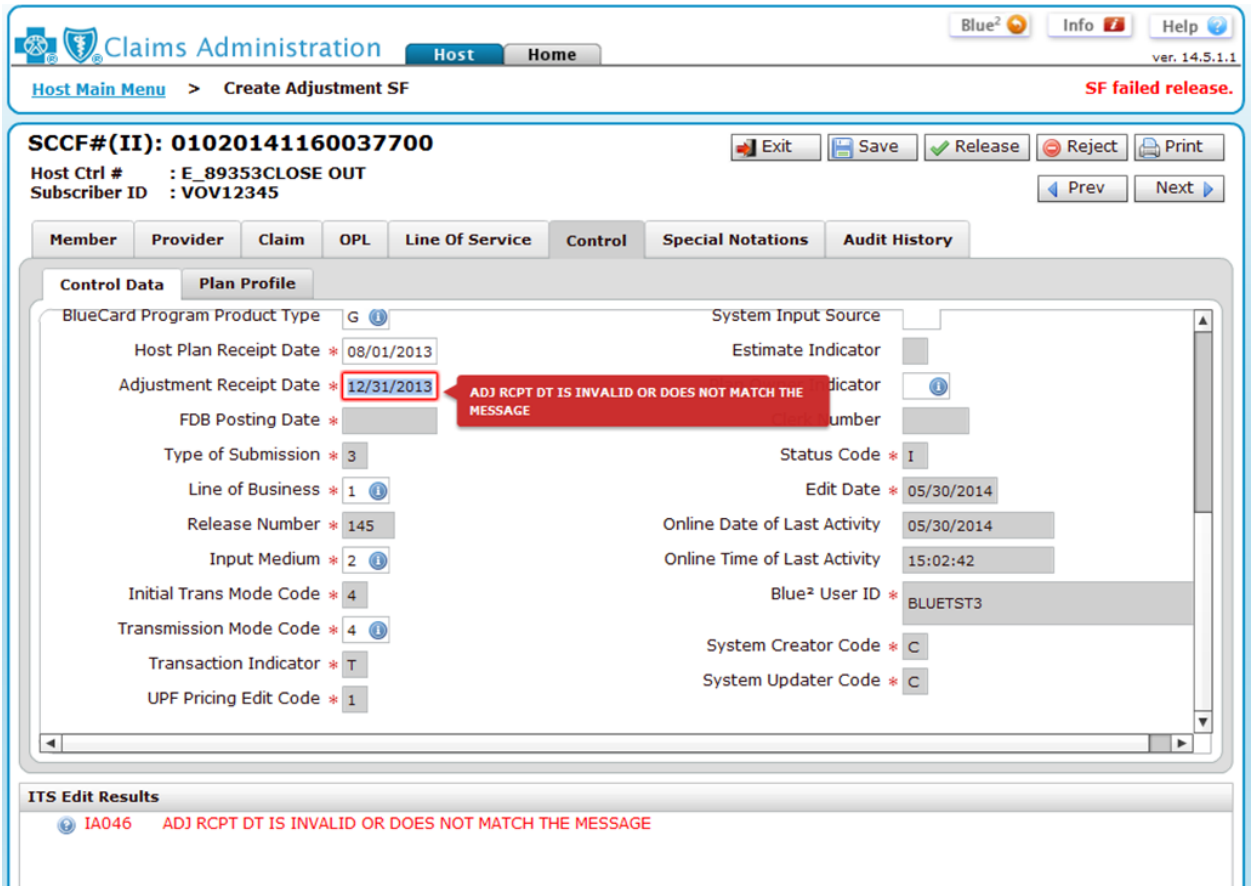
When the Adjustment Receipt Date is an invalid date combination (01/01/9999) or the date does not match the date on the Adjustment Request Message, the user will receive the above error.

Example:

The Adjustment Receipt Date on the Adjustment Request Message is Jan. 1, 2014, as shown below.



In Claims Administration, the user enters the Adjustment Receipt Date of Dec. 31, 2013, in the Adjustment SF. Since the dates do not match, the error below appears:



Another validation error a user may receive is when the Adjustment Receipt Date entered on the Adjustment SF is less than the Host Plan Receipt Date. The same validation also occurs on the Adjustment Request Message. The user will receive the following SF Edits:

IRL70 (Institutional) and PRL70 (Professional) “ADJUSTMENT RECEIPT DATE MUST BE >= LOCAL PLAN RECEIPT DATE”

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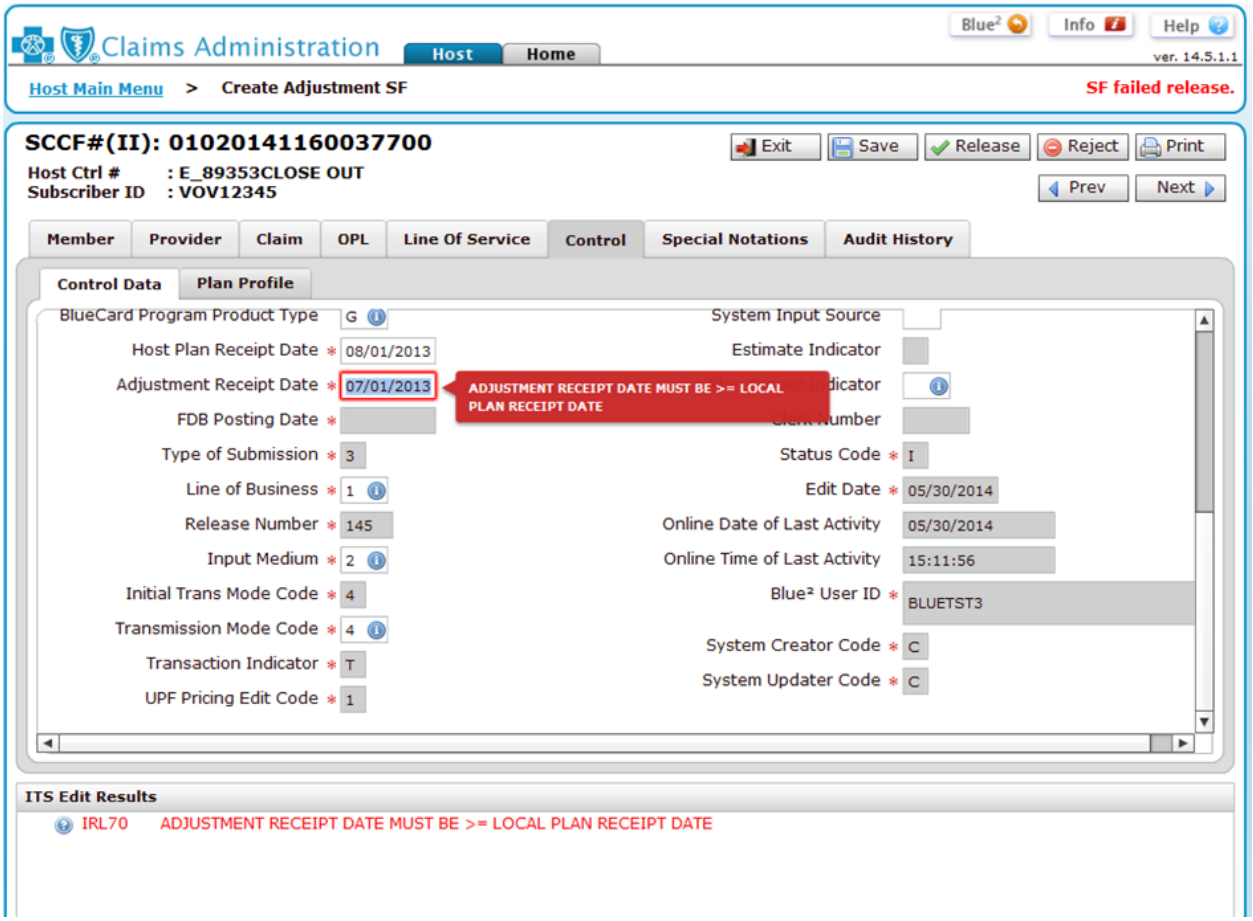
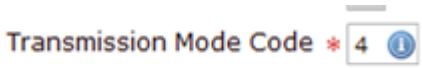
In the example below, the Host Plan Receipt Date is Aug. 1, 2013. The user has entered an Adjustment Receipt Date of July 1, 2013, which is less than the Host Plan Receipt Date.



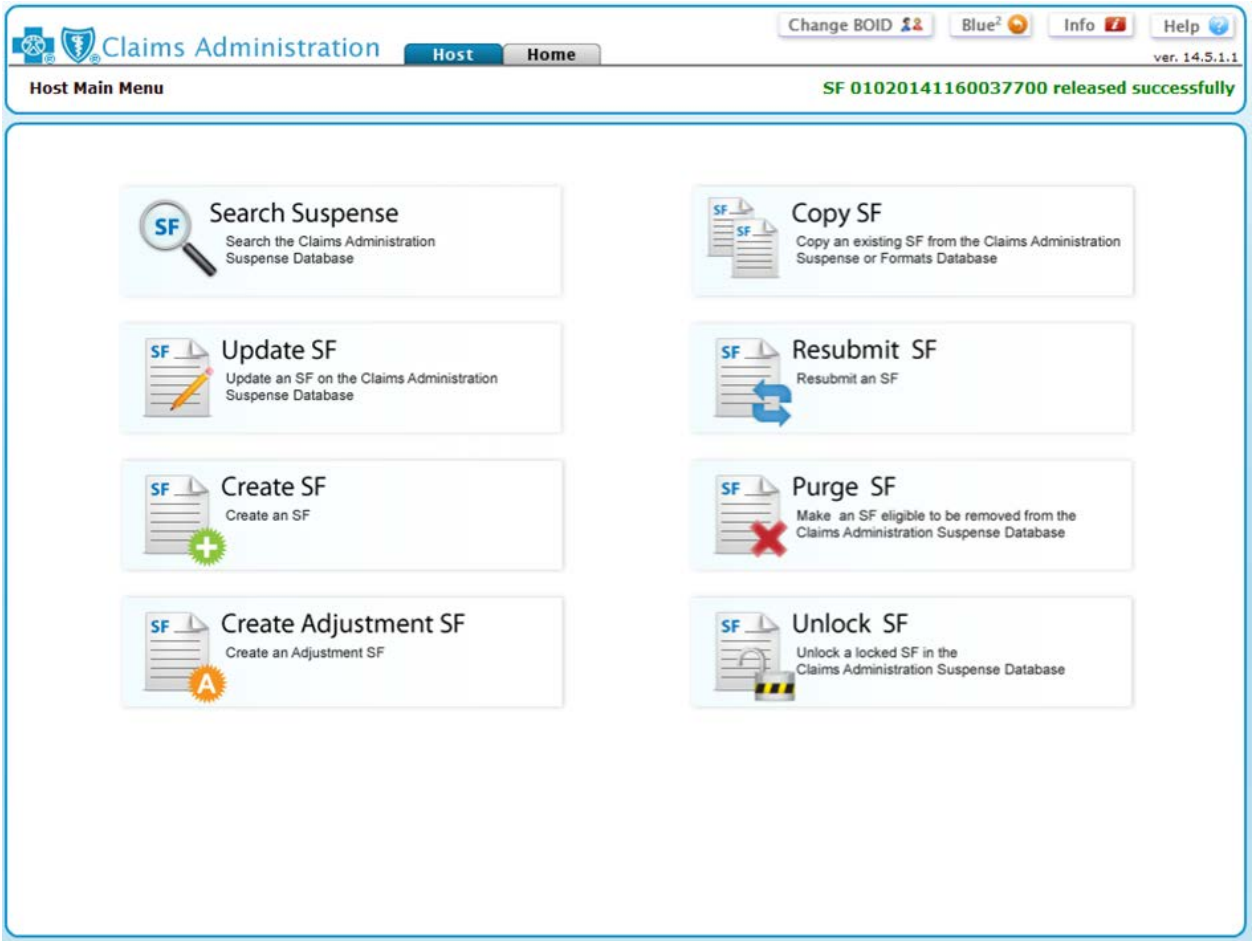
9.1.3. Selecting the TMC Value

The TMC will be defaulted to the appropriate value set by the Plan. The field in Claims Administration can now be updated. Users with the appropriate security setting can change the TMC value to 1 for batch processing or 4 for Real-Time Transport, as shown below:



9.1.4. Releasing the Adjustment SF in Claims Administration

Once the Adjustment SF is created, the user should select “Release” and receive the following acknowledgement that the Adjustment SF is successful.



9.2 Creating the Adjustment SF in Claims Administration and then Creating the Adjustment Request Message

Section 9.1 covered creating the Adjustment Request Message and then transferring to Claims Administration to create the Adjustment SF. This section covers creating the Adjustment SF first in Claims Administration and then creating the Adjustment Request Message.

Many Plans create the Adjustment SF first and then create the Adjustment Request Message. Some Plans do this directly from their adjudication system, mapping the claim information to the Adjustment SF and then updating information in Claims Administration or not using Claims Administration at all. Plans may also have mapping in place to create the Adjustment Request Message, or they may create this manually.

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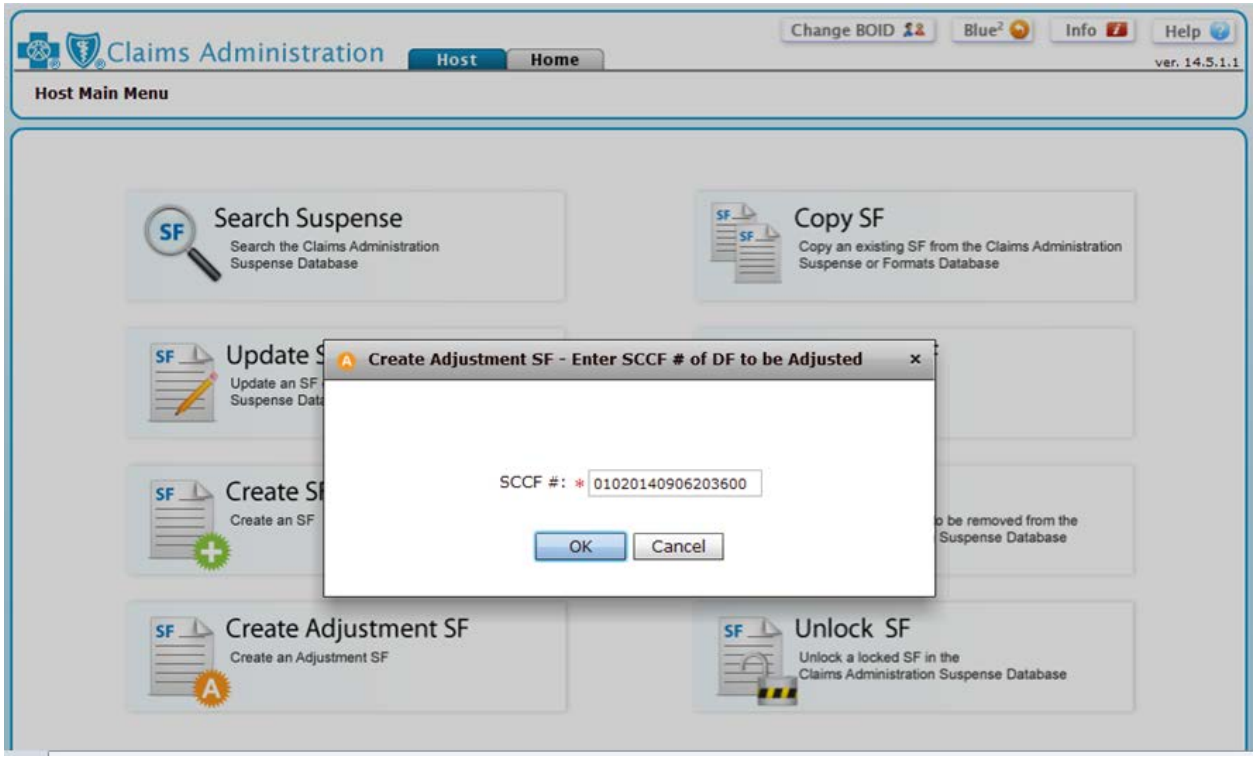
9.2.1. Creating the Adjustment SF in Claims Administration

From the Host Main Menu, select “Create Adjustment SF” and the SCCF number as shown below.



Once “OK” is selected, the user should input all the appropriate data pertaining to the Adjustment SF, which could be modified pricing, additional lines or removed lines, depending on the Adjustment Request.

9.2.2. The Adjustment Receipt Date Validation in Claims Administration

As in Section 9.1 the Adjustment Receipt Date needs to be populated based on the date the Plan received the Adjustment Request. Since the Adjustment Request Message has not yet been created, users will want to ensure the Adjustment Receipt Date is populated.

Like the field on the Adjustment Request Message, validations will occur through the SF edit process to ensure that:

- The Adjustment Receipt Date on the Adjustment SF matches the Adjustment Receipt Date on the Adjustment Request Message.
- The Adjustment Receipt Date is greater than or equal to the Host Plan Receipt Date.

With Release 14.5 the following SF edits were modified to ensure the Adjustment Receipt Date on the Adjustment SF matches the Adjustment Receipt Date on the Adjustment Request Message:

IA046 (Institutional) and PA046 (Professional): “ADJ RCPT DT IS INVALID OR DOES NOT MATCH THE ADJUSTMENT MESSAGE”

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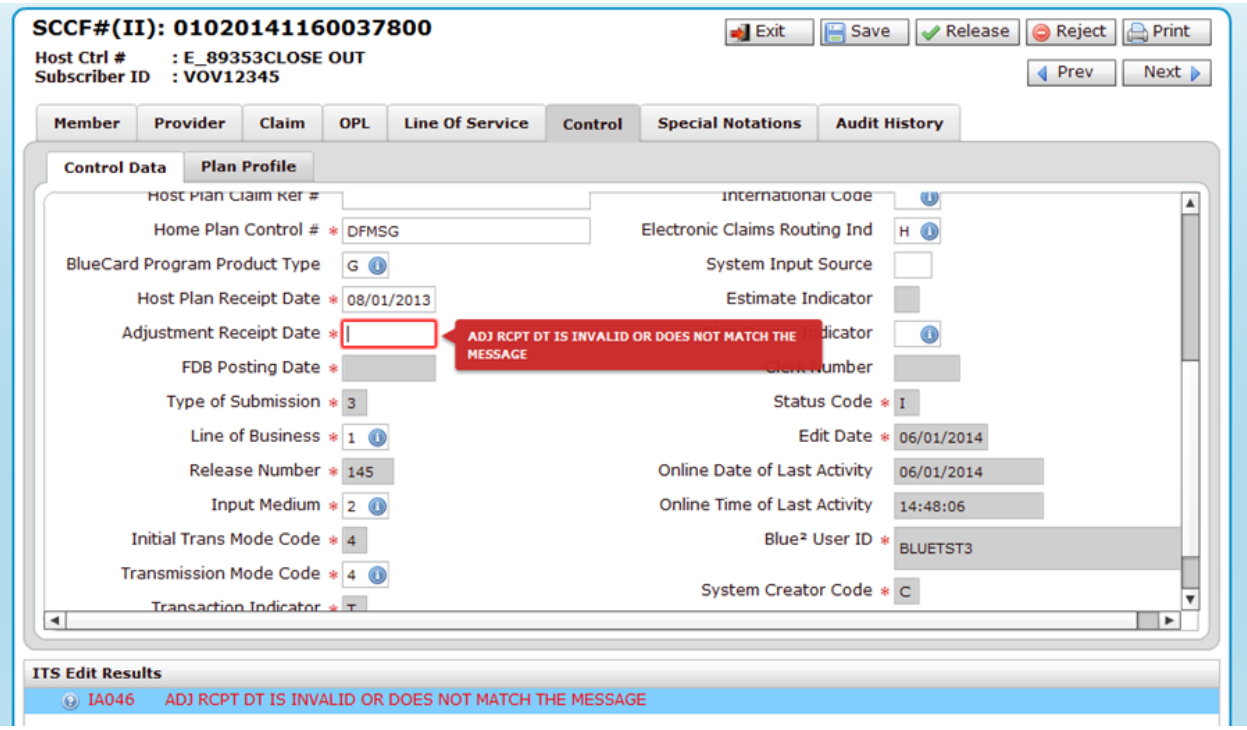
When the Adjustment Receipt Date is an invalid date combination (01/01/9999) or the date does not match the date on the Adjustment Request Message, the user will receive the above error. Below is an example.

The Adjustment Receipt Date on the Adjustment SF is not populated as shown below.



Another validation error a user may receive is when the Adjustment Receipt Date entered on the Adjustment SF is less than the Host Plan Receipt Date. The same validation also occurs on the Adjustment Request Message. The usuer will receive the following SF Edits:

IRL70 (Institutional) and PRL70 (Professional) “ADJUSTMENT RECEIPT DATE MUST BE >= LOCAL PLAN RECEIPT DATE”

In the example below, the Host Plan Receipt Date is Aug. 1, 2013. The user has entered an Adjustment Receipt Date of July 1, 2013, which is less than the Host Plan Receipt Date:

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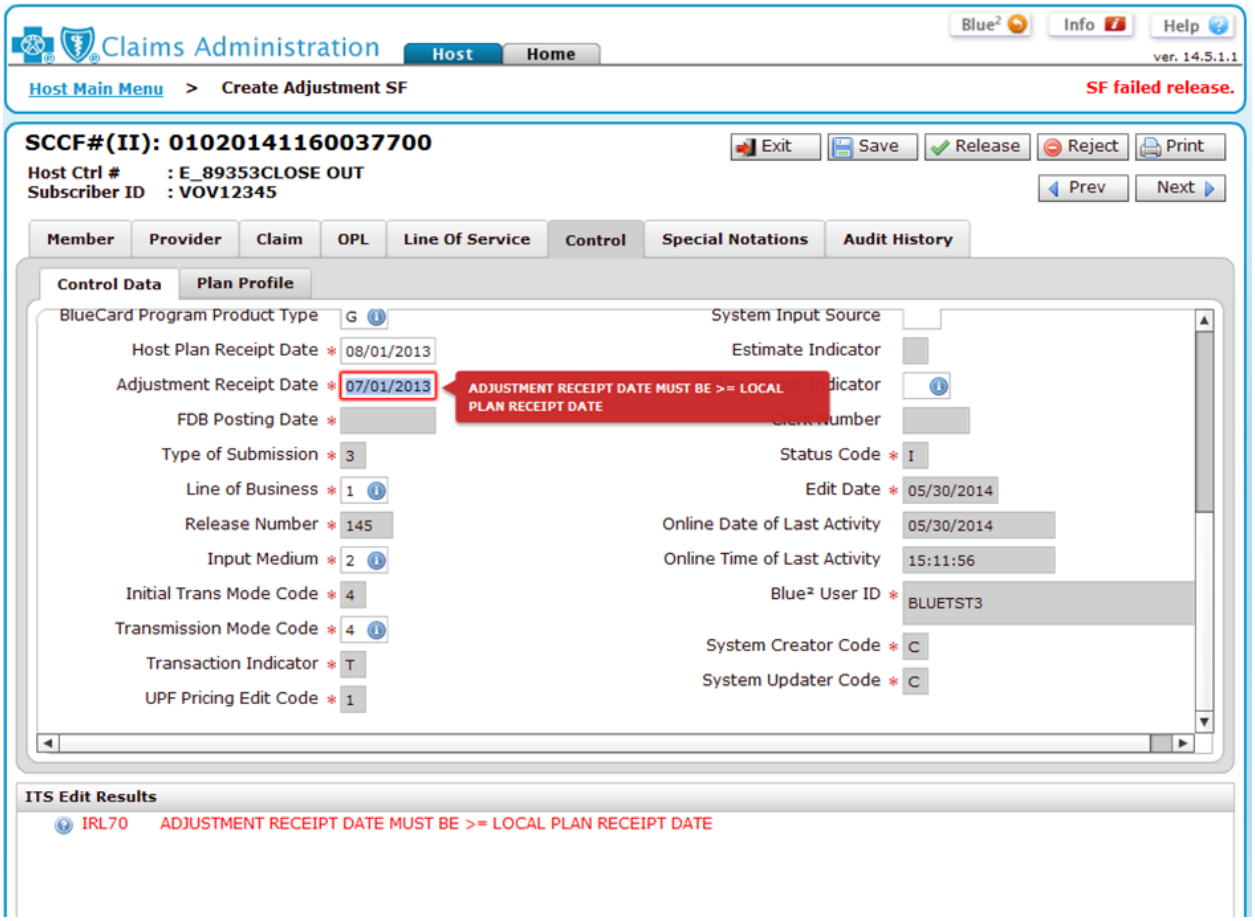
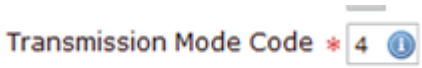


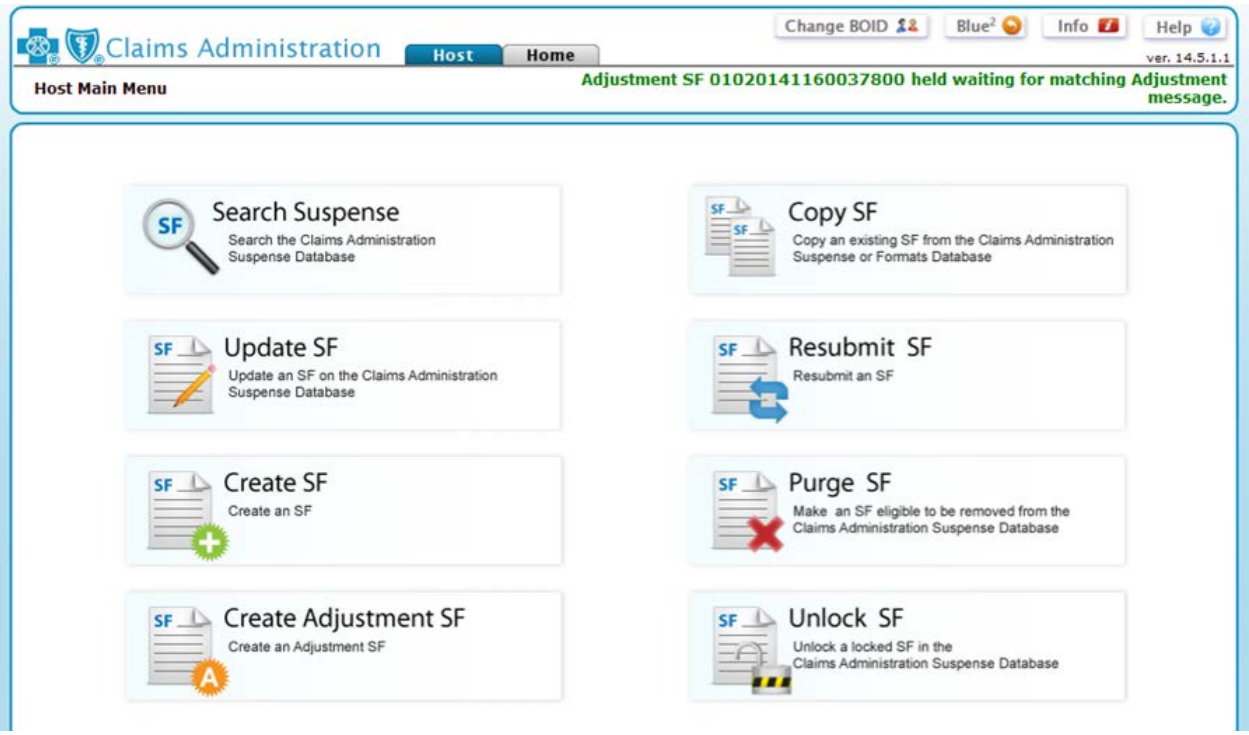
9.2.3. Selecting the TMC Value

The TMC will default to the appropriate value set by the Plan. The field in Claims Administration can now be updated. Users with the appropriate security setting can change the TMC value to 1for Batch processing or 4 for Real-Time Transport, as shown below.



9.2.4. Releasing the Adjustment SF in Claims Administration

Once the Adjustment SF is complete, “Release SF” will be selected. The user will receive the following validation message in Claims Administration.



The Adjustment SF has been created and is being held in the Claims Adminstration Suspense Database, waiting for the Adjustment Request Message to be created.

The Adjustment SF in the Suspense Database is held awaiting the Adjustment Request Message. It also has the following edit associated with it, advising users the Adjustment SF is being held waiting for the Adjustment Request Message.

The following errors were created with Release 14.5:

IXR13 (Institutional) and PXR13 (Professional): “MATCHING ADJUSTMENT REQUEST/RESPONSE NOT FOUND FOR THIS ADJUSTMENT SF.”

This would apply for all Adjustment SFs sent with a TMC value of 4 or 1 that were created outside of Claims Administration.

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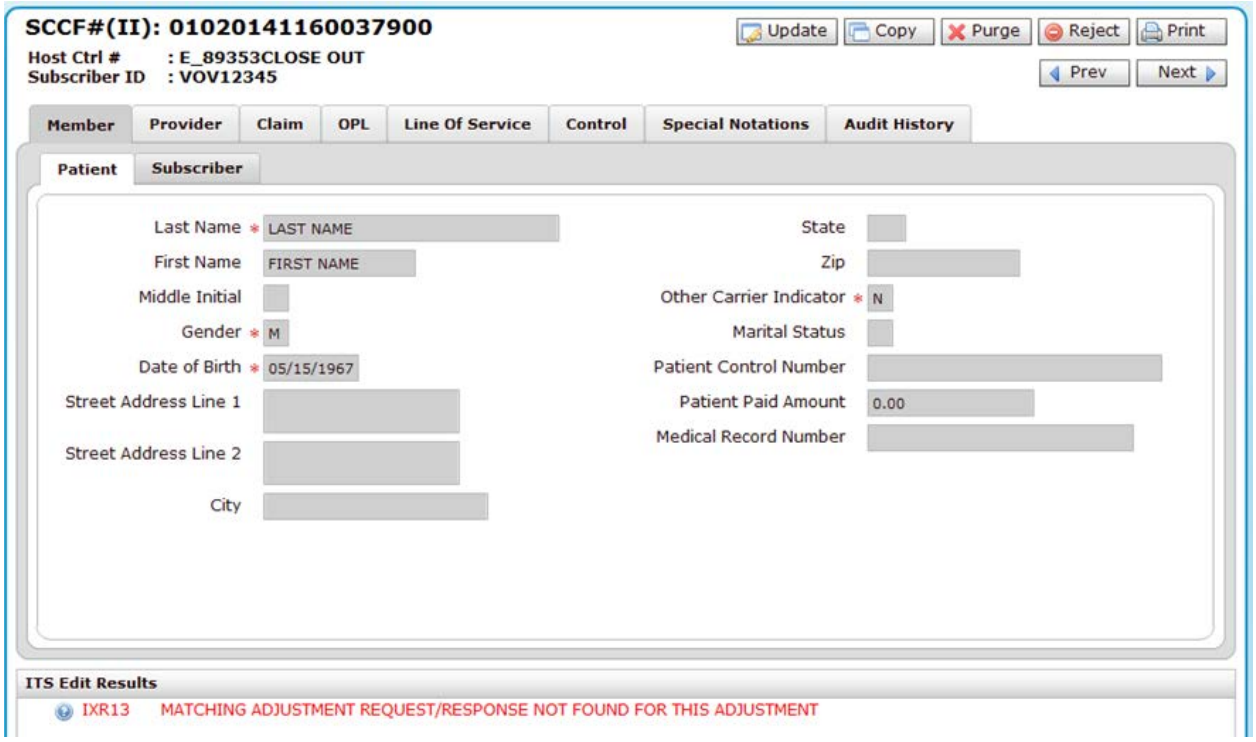
In the Suspense Database, the error would appear as shown below.



9.2.5. Creating the Adjustment Request Message

The steps in creating the Adjustment Request Message are the same as indicated in Section 3. The user selects the appropriate Adjustment Reason Code from the drop-down menu. Once in the Adjustment Request Detail Section, the user continues to populate the appropriate fields.

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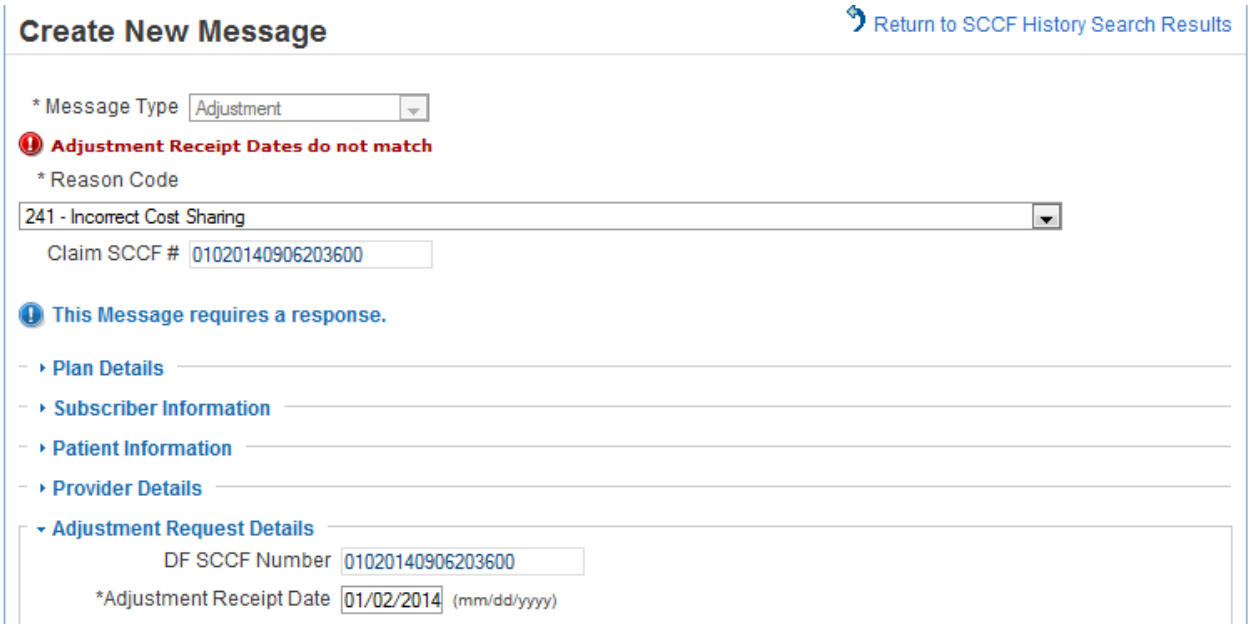
9.2.6. Adjustment Receipt Date

The Adjustment Receipt Date on the Adjustment Request Message must be the same as the Adjustment Receipt Date populated on the Adjustment SF. If the Adjustment Receipt Date on the Adjustment Request Message does not match the Adjustment SF, the user will receive the following error: "Adjustment Receipt Dates do not match."



The date on the Adjustment SF created is Jan. 1, 2014.

9.2.7. The Adjustment SF Indicator

As we saw in previous sections, the population of the Adjustment SF Indicator is dependent on the Adjustment Reason Code used. The Adjustment SF has already been created in Claims Administration. As seen in Section 3, several Adjustment Reason Codes will prepopulate the Adjustment SF Indicator with a Y value.

Several other Adjustment Reason Codes will allow a Y or N value to be selected for the Adjustment SF Indicator. Should a user select N, the Adjustment Request Message will still be created, leaving the Adjustment SF in the Suspense Database. Users should ensure they are selecting the Y value when creating an Adjustment Request Message with an Adjustment SF.

9.3 Mismatch Status

Adjustment Modernization introduces a new Message Status Code, (M051) = MISM - Mismatch. This status supports the transmission and processing of an Adjustment SF in batch or real time along with a Blue² Adjustment Request or Response Message. This status is used for Host-to-Home transmissions.

Blue² will set the Message Status Code = MISM - Mismatch on an Adjustment Request or Response with Adjustment SF Indicator = Y when the message is submitted for transmission from the Host Plan and a

valid Adjustment SF is not found posted to the Claims Administration Suspense Database or Formats Database, as shown below.

Adjustment SF Populated with Y

Adjustment Request

Adjustment Reason Code	248 - Incorrect Pricing/Provider Information
Adjustment Receipt Date	01/01/2014
Adjustment SF Indicator	Y
Cross Reference SCCF Number	
Previous Cross Reference SCCF Number	
Cash Refund Indicator	N
Cash Refund Amount	$0.00
Comments	Please adjust, pricing has changed on lines 4-10.
Open Close Indicator	Unknown
Message Status Code	Mismatch
Create Date	06/02/2014
Release Number	14.5

Adjustment Request in a Mismatch State

SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host PI
01020140906203800	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353(
01020140906203800	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353(
01020140906203800	ADJUSTREQ	--	--	Unknown	MISM	06/02/2014	II	VOV12345	248	--	E_89353(
01020140906203800	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353(

Adjustment Respons in Mismatch State

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Ct
01020161750000300	SF	V	--	Closed	--	04/08/2016	IO	BAT123AD456	--	--	SMOKI
01020161750000300	DF	V	1	Closed	--	06/23/2016	IO	BAT123AD456	--	--	SMOKI
01020161750000300	ADJUSTREQ	--	--	Closed	PRSD	06/27/2016	IO	BAT123AD456	233	--	SMOKI
01020161750000300	ADJUSTRESP	--	--	Closed	PRSD	06/27/2016	IO	BAT123AD456	233	300	SMOKI
01020161750000300	ADJUSTREQ	--	--	Open	PRSD	06/27/2016	IO	BAT123AD456	288	--	SMOKI
01020161750000300	ADJUSTRESP	--	--	Unknown	MISM	06/27/2016	IO	BAT123AD456	288	200	SMOKI

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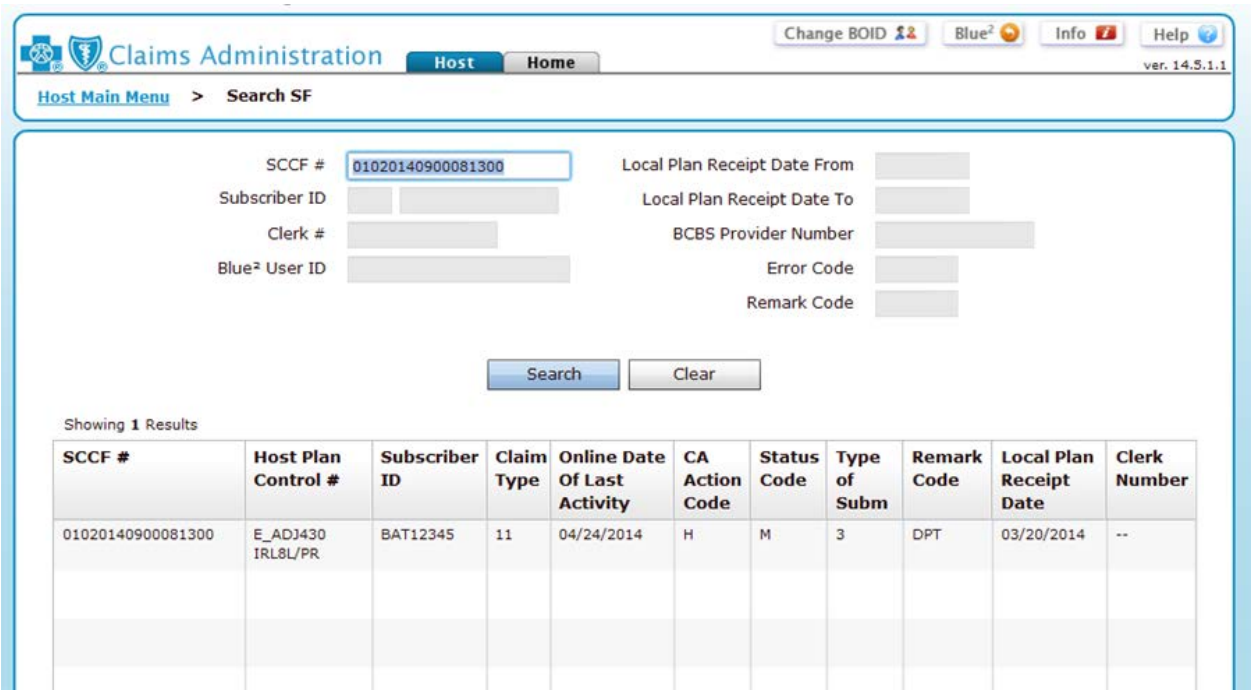
Additionally, Status Code (S025) = M is used to identify valid Adjustment SFs in suspense that do not have matching Adjustment Request or Response Messages posted to Blue², as shown below.



Typically either the Adjustment Message or Adjustment SF would be in a Mismatched status, waiting for the Adjustment Message to be created. Once the Adjustment Message is created and submitted or posted, the system is notified and the partner message can be processed. Plans can decide in which order to create the transactions according to their local workflow processes.

As a Home Plan receiving the transactions, the Mismatch status is assigned to the transaction that is waiting for its partner to arrive. An Adjustment Request or Response that arrives prior to a valid Adjustment SF is persisted to the Blue² message tables in the Formats database in a Mismatch/Unknown status. Similarly, an Adjustment SF that arrives prior to the Adjustment Request or Response is persisted to Claims Administration Suspense in a Mismatch status.

This processing applies to both batch and real-time transported Adjustment SFs. Claims Administration Suspense Database tables are required for implementation. However, the Claims Administration User Interface remains optional. Blue² adjustment messages are always transported real time through the Blue² hub.

The Mismatch status does not apply to Home-to-Host transmission of Adjustment Requests and Responses.

Messages in a Mismatched status are searchable and viewable in the Blue² User Interface, and search results are enhanced to identify messages in a Mismatched status. Additionally, a Host Plan user may terminate a sent Adjustment Request or Adjustment Response Message in a Mismatched status as shown below.

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Adjustment Request

Adjustment Reason Code	248 - Incorrect Pricing/Provider Information
Adjustment Receipt Date	01/01/2014
Adjustment SF Indicator	Y
Cross Reference SCCF Number	
Previous Cross Reference SCCF Number	
Cash Refund Indicator	N
Cash Refund Amount	$0.00
Comments	Please adjust, pricing has been added to lines 4-10. Lines 11-15 were removed.
Open Close Indicator	Unknown
Message Status Code	Mismatch
Create Date	06/02/2014
Release Number	14.5

Mark as Terminated

Adjustment Response

Comments	Host- Home
Action Code	200 - Adjustment Approved
Open Close Indicator	Unknown
Message Status Code	Mismatch
Create Date	06/27/2016
Message ID	5520f85c80ce879d30620d487e6f6a45
Release Number	16.5
Adjustment Receipt Date	06/26/2016
Adjustment SF Indicator	Y
Cross Reference SCCF Number	
Cash Refund Indicator	N
Cash Refund Amount	$0.00

Mark as Terminated

Once “Mark as Terminated” has been selected, the Adjustment Request or Adjustment Response Message will display as Closed “TERM” in SCCF History Search Results.

SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plar
01020140906203800	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140906203800	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140906203800	ADJUSTREQ	--	--	Closed	TERM	06/02/2014	II	VOV12345	248	--	E_89353CL
01020140906203800	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

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SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host I Ctrl
01020161750000300	SF	V	--	Closed	--	04/08/2016	IO	BAT123AD456	--	--	SMOKE
01020161750000300	DF	V	1	Closed	--	06/23/2016	IO	BAT123AD456	--	--	SMOKE
01020161750000300	ADJUSTREQ	--	--	Closed	PRSD	06/27/2016	IO	BAT123AD456	233	--	SMOKE
01020161750000300	ADJUSTRESP	--	--	Closed	PRSD	06/27/2016	IO	BAT123AD456	233	300	SMOKE
01020161750000300	ADJUSTREQ	--	--	Open	PRSD	06/27/2016	IO	BAT123AD456	288	--	SMOKE
01020161750000300	ADJUSTRESP	--	--	Closed	TERM	06/27/2016	IO	BAT123AD456	288	200	SMOKE
01020161750000300	RF	V	1	Closed	--	06/23/2016	IO	BAT123AD456	--	--	SMOKE

Another Adjustment Request or Adjustment Response Message can be intitated. An Adjustment Request Message would be initiated from the DF Summary screen or Create New Message Tab while the Adjustment Response Message would be initiated from the Adjutsment Request Message Symmary or Create New Message Tab.

9.4 ITS and Blue² Coordination

Claim adjustment processing requires coordination between ITS and Blue² when transmitting Adjustment SFs and DFs in both real time and batch along with the corresponding Blue² Adjustment Requests and Responses. This coordination is facilitated using a communication framework between ITS and Blue² that enables Plans to implement an adjustment workflow that suits their business practices.

The Common Message Processor framework – introduced in Release 13.5 for BlueCard for Exchanges – enables ITS to notify Blue² when valid Adjustment SFs and valid Void DFs are posted, so that Blue² can process sent and received Adjustment Requests and Responses accordingly. Two new events are created: ADJSFPOST and VOIDDFPOST. For void/reissue adjustments, when Blue² receives the ADJSFPOST event, on the sending side (Host) it will update the Adjustment message status from Mismatch to Processed and transmit the message. On the receiving side (Home) it will update the Adjustment message status from Mismatch to Processed and invoke the Plan Post Processing exit.

Blue² invokes the new ITS Service MISMEDIT to notify ITS when an Adjustment Request or Response with Adjustment SF Indicator = Y is sent or received. The service supports both batch and real-time Adjustment SFs. On the sending side (Host) the service edits the SF; for real time it posts and transmits the valid SF; for batch it marks the SF for batch extract. On the receiving side (Home) the service edits and posts the mismatched Adjustment SF from the CA Suspense Table.

Real-time processing of Adjustment DFs is supported, and as of release 14.5 all Plans must accept real-time DFs. A new status of Waiting has been added to support real-time transmission of Adjustment DF Void/Reissue formats. DFs in “Waiting” status are not viewable in the Claims Administration application.

9.4.1. Populating the Cross Reference SCCF Number

As noted above, the ADJPOST event will update the Adjustment Request Message. Part of this process is updating the Cross Reference SCCF Number on the Adjustment Request Message with the Adjustment SF. Pre-Release 14.5, this was not an automated process. Plans had to manually update the number or create a local process to map the Cross Reference SCCF number. As shown below, the Adjustment Request Message has been created, and the Cross Reference SCCF Number is not populated yet:

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Adjustment Request

Adjustment Reason Code	248 - Incorrect Pricing/Provider Information
Adjustment Receipt Date	01/01/2014
Adjustment SF Indicator	Y
Cross Reference SCCF Number	
Previous Cross Reference SCCF Number	
Cash Refund Indicator	N
Cash Refund Amount	$0.00
Comments	please adjust, lines have added 22-39 with updated pricing.
Open Close Indicator	Unknown
Message Status Code	Mismatch
Create Date	06/02/2014
Release Number	14.5

Once the Adjustment SF is created and released and ITS and Blue[2] have updated, the Adjustment Request Message will go from an Unkown/Mismatch status to open and processed.

SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plar
01020140906203800	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140906203800	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140906203800	ADJUSTREQ	--	--	Open	PRSD	06/02/2014	II	VOV12345	248	--	E_89353CL
01020140906203800	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

The Adjustment Request Details will also display the Cross Reference SCCF Number of the Adjustment SF.

Adjustment Request

Adjustment Reason Code	248 - Incorrect Pricing/Provider Information
Adjustment Receipt Date	01/01/2014
Adjustment SF Indicator	Y
Cross Reference SCCF Number	01020141160038000
Previous Cross Reference SCCF Number	
Cash Refund Indicator	N
Cash Refund Amount	$0.00
Comments	please adjust, lines have added 22-39 with updated pricing.
Open Close Indicator	Open
Message Status Code	Processed
Create Date	06/02/2014
Release Number	14.5

The Cross Reference SCCF Number is a hyperlink that takes users to the Adjustment SF.

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SCCF History Search Results

Showing 1-1 of 1 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan Ctrl #
01020141160038000	SF	V	--	Open	--	01/01/2013	II	VOV12345	--	--	E_89353CLOSE O

9.5 SF Errors Created for Adjustment SF Processing

Several new SF errors have been created specifically for Adjustment processing with Release 14.5. These errors or SF edits can occur when creating Adjustment SFs in batch processing or through Claims Administration.

Example	SF Edit	Description	Resolution
The Adjustment SF has been created; the Adjustment Request or Adjustment Response Message needs to be created.	IXR13 (Institutional) PXR13 (Professional)	Matching Adjustment Request/Response not found for this Adjustment SF.	Create the corresponding Adjustment Message.

SCCF#(II): 01020141160037900

Update | Copy | Purge | Reject | Print | Prev | Next

Host Ctrl # : E_89353CLOSE OUT
Subscriber ID : VOV12345

Member | Provider | Claim | OPL | Line Of Service | Control | Special Notations | Audit History

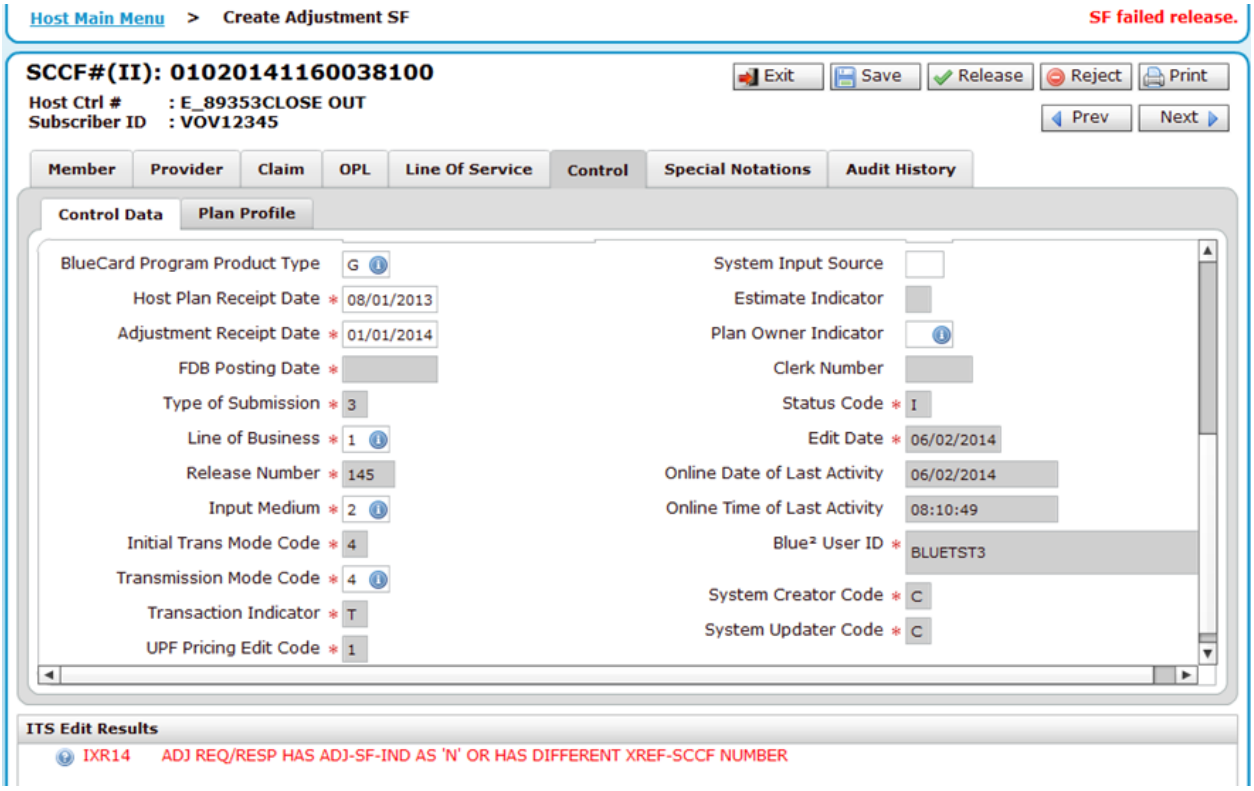
Patient | Subscriber

Last Name *	LAST NAME	State	
First Name	FIRST NAME	Zip	
Middle Initial		Other Carrier Indicator *	N
Gender *	M	Marital Status	
Date of Birth *	05/15/1967	Patient Control Number	
Street Address Line 1		Patient Paid Amount	0.00
Street Address Line 2		Medical Record Number	
City			

ITS Edit Results

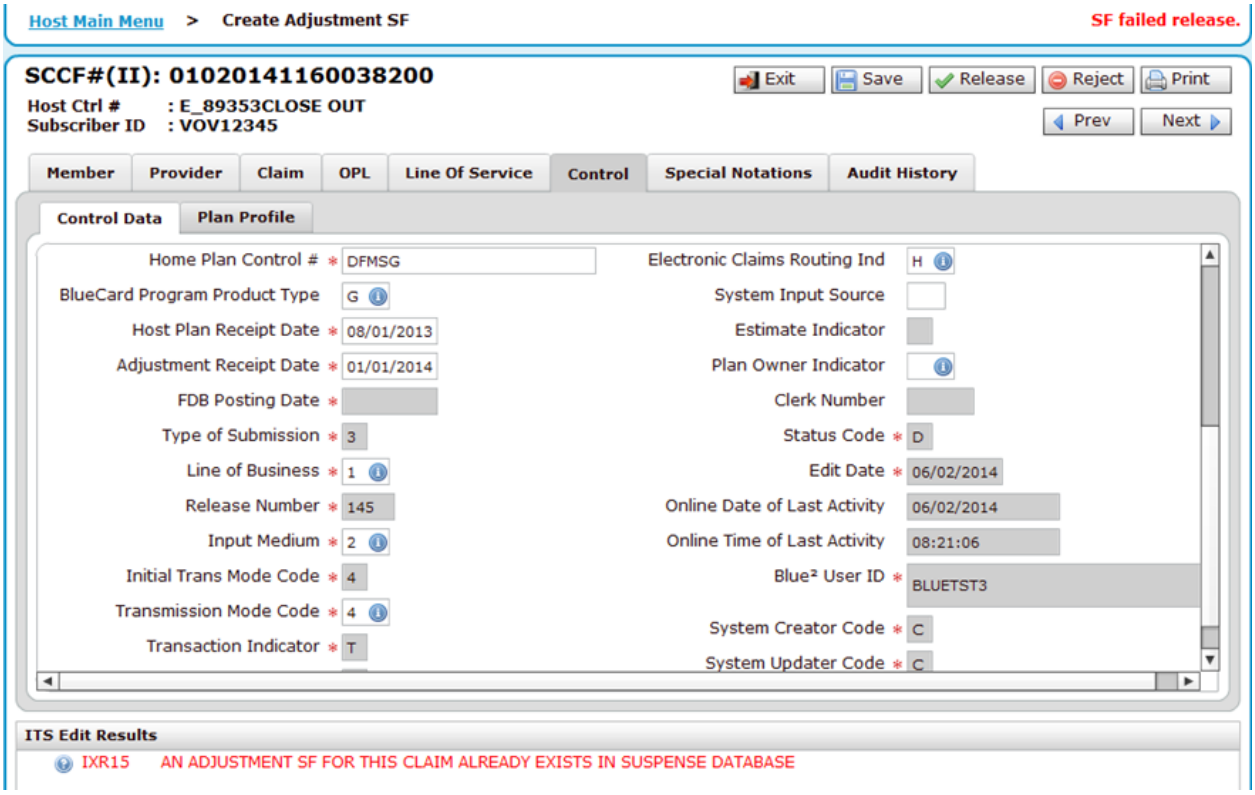
IXR13 MATCHING ADJUSTMENT REQUEST/RESPONSE NOT FOUND FOR THIS ADJUSTMENT

Example	SF Edit	Description	Resolution
The Adjustment Request Message has been created with an Adjustment SF Indicator of N. An Adjustment SF is being created for the same SCCF.	IXR14 (Institutional) PXR14 (Professional)	ADJ REQ/RESP has ADJ SF IND as N or has a different XREF-SCCF Number.	Send a Cancel Adjustment on the Adjustment Request Message that has an N. Purge the Adjustment SF from the Suspense Database.

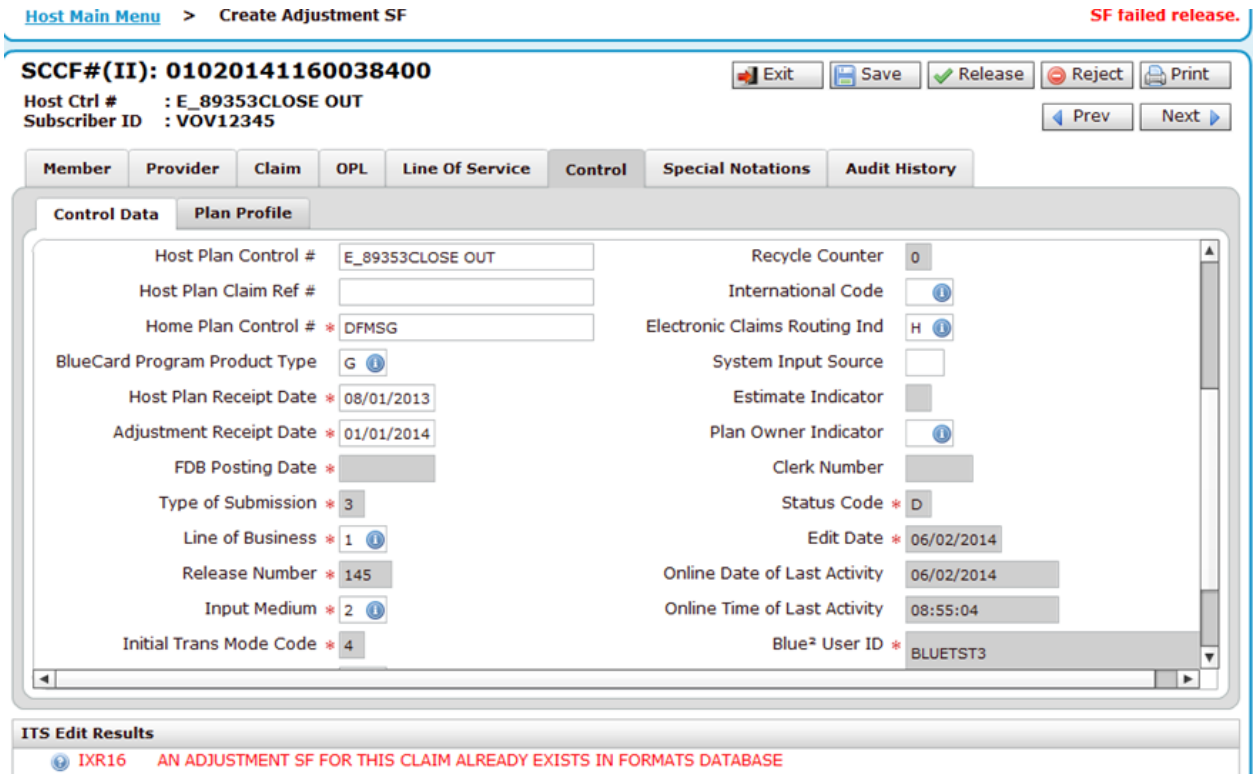


Example	SF Edit	Description	Resolution
When creating an Adjustment SF for a SCCF, one already exists on the Suspense Database.	IXR15 (Institutional) PXR15 (Professional)	An Adjustment SF for the claim already exists in the Suspense Database.	Review the Adjustment SF already in Suspense and determine if it can be deleted or is correct. Delete the Adjustment

			SF created which received the error.



Example	SF Edit	Description	Resolution
When creating an Adjustment SF for a SCCF, one already exists on Formats.	IXR16 (Institutional) PXR16 (Professional)	An Adjustment SF for the claim already exists in the Formats Database.	Review the Adjustment SF already on Formats and determine if it can be purged. Delete the Adjustment SF created which received the error.



These SF edits are effective with Release 14.5. Users will also want to keep in mind that while there are new edits for the Adjustment SF, it is still subject to the same editing as the original for data accuracy and validation.

9.6 Adjustment Request and Adjustment SF Flow

The Adjustment flow is identified below:

- Adjustment SFs created using Claims Admin SF.
- Adjustment SFs created outside Claims Admin SF and put on real-time queue.
- Adjustment SFs created in a batch mode and put on the splitter for real-time processing.
- Adjustment SFs created in batch and sent to the Home Plan using the NDM process.

9.6.1. Blue^2 Adjustment Request/Response Messages

Host Plan Side:

1. When a Blue^2 Adjustment Request/Response message with Adjustment SF Indicator = Y is created, prior to transmitting the message the system will check if the corresponding Adjustment SF is present on the Suspense Table in status M (Mismatch).

    a. If present, Blue^2 will update Cross Reference SCCF Number from this Adjustment SF into the Blue^2 Adjustment Request Message and will initiate a service from Blue^2 to ITS (MISMEDIT) to Release the Adjustment SF and submit the Blue^2 Adjustment Request Message for

transmission to the destination Plan/Station Code.

b. If not present, a Blue^2 Adjustment Request Message will be created with a newly introduced status called MISM (Mismatch). It will be held waiting for the matching adjustment SF to be created.

Home Plan Side:

1. When a Blue^2 Adjustment Request/Response Message with Adjustment-SF Indicator = Y reaches the Home Plan side, the system will check if a corresponding Adjustment SF is present in Suspense Table in status M (Mismatch):

   a. If present, it will initiate a service from Blue^2 to ITS (MISMEDIT) to instruct ITS to release this Adjustment SF.

   b. If not present, Blue^2 Adjustment Request Message will be posted with a newly defined status MISM (Mismatch). It will be held waiting for the matching adjustment SF to be posted.

9.6.2. ITS SF Edit (Host and Home Plans)

After an Adjustment SF has passed all existing SF edits, at the end of SF edit processing (Batch or real-time mode), ITS will check if there is a pending (open or unknown) Adjustment Request/Response Message present on Blue^2: (If an Adjustment SF does not pass all existing SF edits, it will go invalid and will follow the existing process of an invalid SF – no change for invalid adjustment SFs):

- If present, the system will compare the Adjustment Receipt Date on the Adjustment SF with the one in the Blue^2 Message:
  - If not equal – Adjustment SF is invalid – follow the existing process of invalid SFs.
  - If equal, Adjustment SF is valid – follow existing process of valid SFs.
- If not present and in real-time mode (TMC = 4):
  - Store this Adjustment SF in the Suspense Table with status code M (Mismatch).
  - Create an entry in the Event Log table with Event Code = 141 (Host side) or Event Code = 341 (Home side).
- If batch mode (TMC = 1):
  - Output this Adjustment SF with status code M (mismatch) into a new file MISMADJ. At the end of Edit process, MISMADJ file will be loaded to Suspense Table using batch CASF Load job.

9.6.3. ITS SF Posting (Host and Home Plans)

When the Adjustment SF goes through posting (batch or real-time mode), ITS will check for the state of the related adjustment message. If it is MISM (Mismatch), it will initiate a Service (CommonMessageService) from ITS to Blue^2 to release this message. Otherwise, no additional action is required (the message has been sent already).

9.6.4. Additional Considerations

- Whenever a Home Plan creates a Blue^2 Adjustment Request Message or Adjustment Response Message, it will be posted and sent to the Host side with no further processing.
- Whenever a Blue^2 Adjustment Request Message or Adjustment Response Message is received on the Host side, it will be posted as usual with no further processing.
- All Plans will be required to install Claims Administration Suspense Tables even if not using Claims Administration User Interface.

There will be a process to extract mismatched Adjustment SFs that are sitting in Suspense Tables longer than a specified period (it could be in a number of days, hours or minutes). This enables Plans to either load them to Formats to view on Blue^2 or reprocess through batch.

9.7 Open and Processed Adjustment Request Messages

Once the Adjustment Request Message with the Adjustment SF sync up based on the above flows, the Home Plan can now review and determine if the request can be approved.

The examples below show the Adjustment Request Message on the Host and Home Plan side open and processed:

Host Plan:

SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan
01020140906203800	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140906203800	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140906203800	ADJUSTREQ	--	--	Open	PRSD	06/02/2014	II	VOV12345	248	--	E_89353CL
01020140906203800	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

Home Plan:

SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan
01020140906203800	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140906203800	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140906203800	ADJUSTREQ	--	--	Open	PRSD	06/02/2014	II	VOV12345	248	--	E_89353CL
01020140906203800	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

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9.8 Section 9 Highlights

In Section 9, the following points were covered about creating an Adjustment Request Message with an Adjustment SF:

- Host Plans can create an Adjustment SF in various ways:
    - By creating the Adjustment Request Message and transferring to Claims Administration.
    - By creating an Adjustment SF and then creating an Adjustment Request Message.
- A new Mismatch status has been created that supports the transmission of the Adjustment SF from the Host Plan to the Home Plan.
- Enhanced coordination between ITS and Blue^2, the Common Message Process, has been used to support the adjustment process between both applications.
- Several new SF edits have been created in Release 14.5 for the Adjustment SF.
- Host and Home Flows are also available for the Adjustment SF process, supporting both real-time and batch processing.

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10. Adjustment Request Messages Remaining in MISM Status

10.1 Why Does an Adjustment Request Message remain in MISM on the Home side?

In Release 14.5 a new Blue^2 message status was introduced, Mismatch (MISM). This status supports the transmission and processing of an Adjustment SF in batch or real time along with a Blue² Adjustment Request or Response Message. This status is used for Host-to-Home transmissions. Blue² will set the Message Status Code = MISM - Mismatch on an Adjustment Request or Response with Adjustment SF Indicator = Y when the message is submitted for transmission from the Host Plan and a valid Adjustment SF is not found posted to the Claims Administration Suspense Database or Formats Database.

Typically either the Adjustment Message or Adjustment SF would be in a Mismatched status, waiting for the Adjustment Message to be created. Once the Adjustment Message is created and submitted or posted, the system is notified and the partner message can be processed. Plans can decide in which order to create the transactions according to their local workflow processes.

As a Home Plan receiving the transactions, the Mismatch status is assigned to the transaction that is waiting for its partner to arrive. An Adjustment Request or Response that arrives prior to a valid Adjustment SF is persisted to the Blue² message tables in the Formats database in a Mismatch/Unknown status. Similarly, an Adjustment SF that arrives prior to the Adjustment Request or Response is persisted to Claims Administration Suspense in a Mismatch status.

This processing applies to both batch and real-time transported Adjustment SFs. Claims Administration Suspense Database tables are required for implementation. However, the Claims Administration User Interface remains optional. Blue² adjustment messages are always transported real time through the Blue² hub.

Messages in a Mismatched status are searchable and viewable in the Blue² User Interface, and search results are enhanced to identify messages in a Mismatched status. Mismatched messages cannot be purged on either Host or Home platforms.

Once in production, Home Plans began to see a number of Adjustment Request Messages in MISM status that were not moving to an open and processed status allowing the Adjustment to be worked and closed. With the Adjustment design it was assumed that transactions in a MISM status would be low in volume and not permanently staying on the Home Plan side.

Several factors attributed to this new problem:

- The Home Plan has an adjustment request in MISM status. The Host Plan has purged the adjustment and cannot restore it. The Home Plan would then terminate the MISM and then purge if needed.

- The Home Plan has two adjustment requests, same SCCF. One processed and final, the other in MISM status. This example should be rare, although it was encountered after R14.5 implementation.

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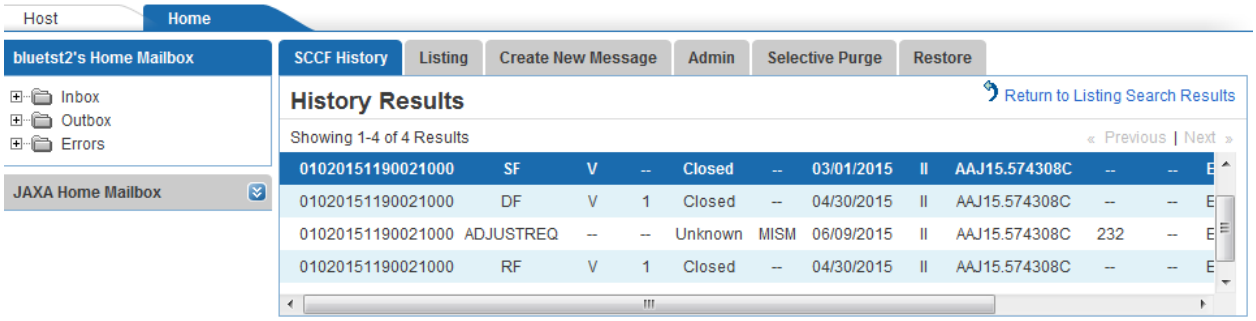
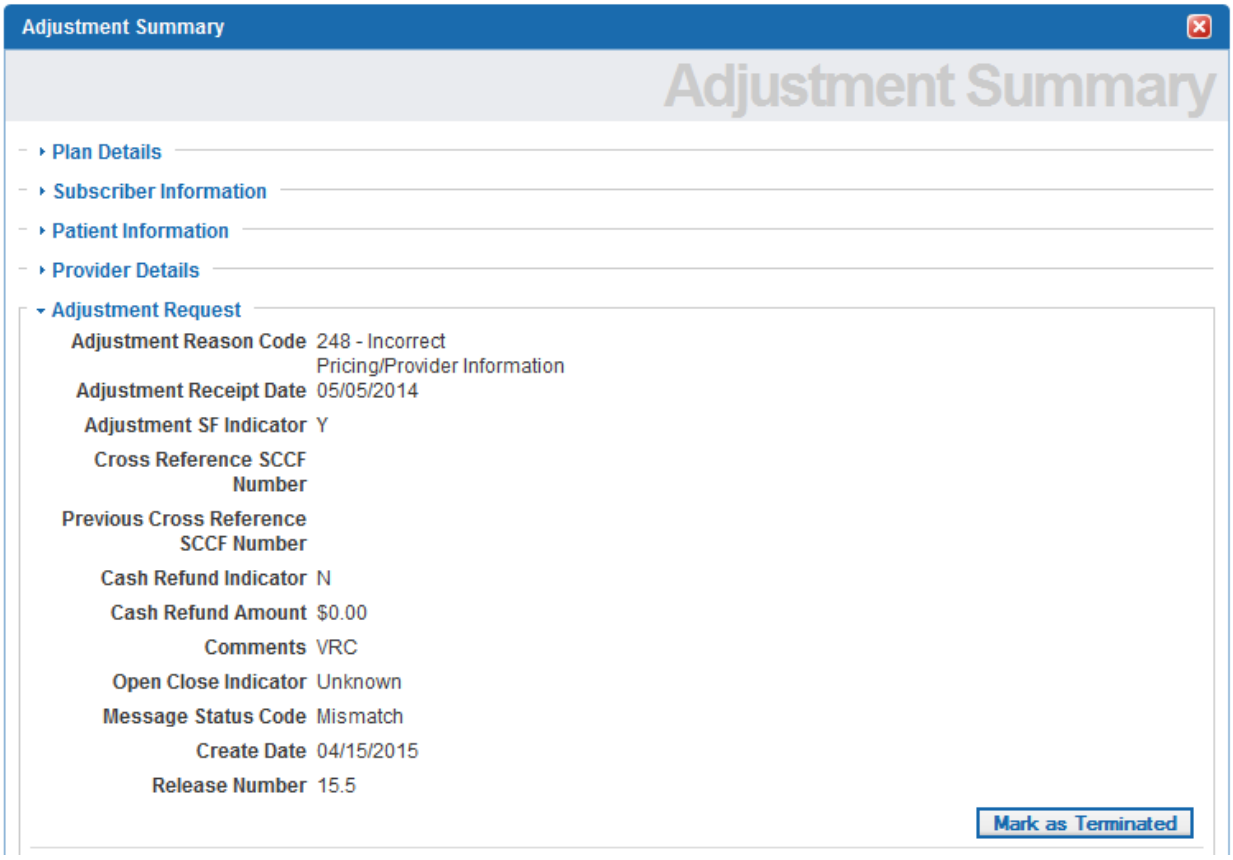
10.2 Steps to terminating a MISM at the Home Plan

Based on the above scenarios, Home Plans would only be terminating MISM when there is a true business need to do so. When the Host Plan has purged their adjustment request and the Home Plan has a MISM open on their and the Host cannot restore, would be the primary example.



If the user has access to Evaluate Adjustment Message, from the Admin tab in Blue[2], then they would be able to terminate a MISM at the Home Plan site (Host users can terminate a MISM already, without having access to the Evaluate Adjustment Message feature).



The user will then select the Mark as Terminated button located in the Adjustment Request details section. Once selcted, the adjustment request message will be terminated (TERM).

SCCF History Search Results

Showing 1-6 of 6 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan Ctrl #
01020142940075600	SF	V	--	Closed	--	07/25/2014	II	YOR100002326	--	--	--
01020142940075600	DF	V	1	Closed	--	10/30/2014	II	YOR100002326	--	--	--
01020142940075600	ADJUSTREQ	--	--	Closed	TERM	12/19/2014	II	YOR100002326	247	--	--
01020142940075600	MEDREC	--	--	Closed	PRSD	10/30/2014	II	YOR100002326	165	--	--
01020142940075600	INFOMSG	--	--	Closed	PRSD	08/17/2015	II	YOR100002326	323	--	--
01020142940075600	RF	V	1	Closed	--	10/30/2014	II	YOR100002326	--	--	--

In addtion to the termination feature, a new informational message has been created generated by the BCBSA software. This message will alert the Host Plan that the Home MISM has been terminated. If the Host Plan has already purged their adjustment request message, they may not need to take any action. If the message was not purged and the adjustment terminated due to some other issue, the Host Plan may need to follow up with the Home Plan.

Informational Message 323 has been created, generated by the sofware to alert the Host Plan that the Home Plan has terminated the MISM adjustment request message. Informational Message 323 is described as: “MISM Adjustment Request has been terminated”.

Informational Message Summary

Informational Message Summary

- Plan Details
- Subscriber Details
- Patient Details
- Provider Details
- Informational Message Details

Comments MISM Adjustment Request has been terminated
Message Status Code Processed
Create Date 08/18/2015
Release Number 15.5

10.3 When should a MISM be terminated

The Home MISM termination was put in place to assist Home Plans in cleaning up these occurrences since the MISM cannot be purged. While Home Plan needs to use their best judgement when terminating a MISM adjustment request, the Host Plan also needs to be accountable for why the MISM occurred.

The most common factor for a MISM on the Home side is that the Host Plan has purged the adjustment request on their end and is not able to restore it for some reason. Host Plans should be initiating a cancel adjustment request prior to purging the adjustment. This lessens the impact of a MISM on the Home Plan side and is preferred over the Home Plan having to terminate. While a MISM remains on the Home side another adjustment request cannot be initiated by the sender or the receiver, which becomes a bigger impact.

Below are some scenarios Plans have seen with the MISM and how these should be handled:

- The Home Plan has an adjustment request in MISM status. The Host Plan has purged the adjustment and cannot restore it. Home Plan would them terminate the MISM and then purge if needed. If the Host Plan can restore (preferred option) they should issue a cancel adjustment request which will close the MISM.

- The Home Plan has an adjustment request in MISM status. The adjustment SF has not been received. The Host Plan has a valid open Adjustment on their end. The Home Plan contacts the Host Plan and asks them to retransmit the adjustment SF. The adjustment SF is received and the MISM goes into Open/processed state. NO TERMINATION NEEDED.

- The Home Plan has two adjustment requests, same SCCF. One processed and final, the other in MISM. The Home Plan terminates the MISM since it was a duplicate request.

- The Home Plan has an adjustment in MISM, but the adjustment request was worked and a valid void/reissue has been created and it’s considered closed. In this instance, the MISM should NOT be terminated. The MISM will need to remain. The adjustment is finalized and closed and there would not be an impact to performance metrics.

Communication is essential to avoid any long term issues. Home and Host Plans will need to work with each other closely to avoid and correct these issues.

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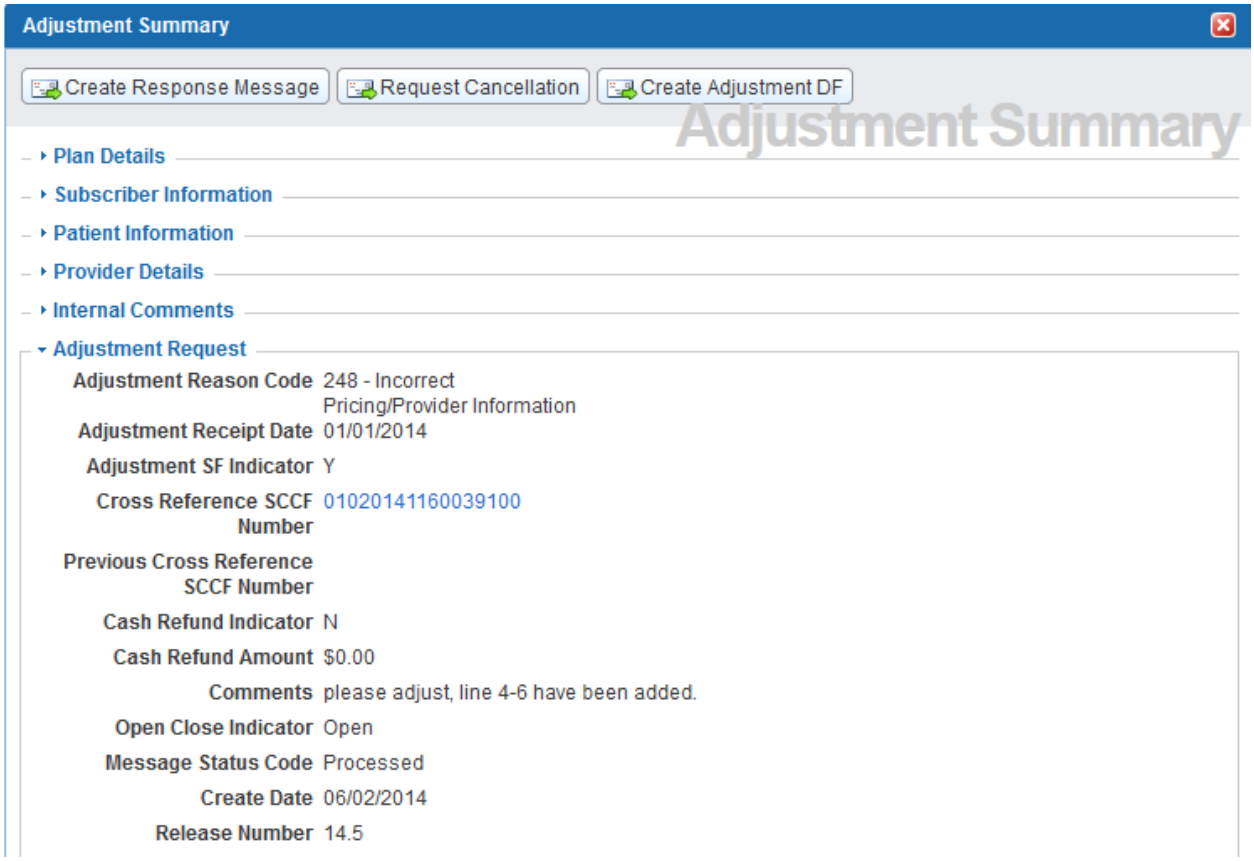
11. Creating an Adjustment DF When an Adjustment Request Message Is Received

11.1 Responding to an Adjustment Request Message as a Home Plan

Section 9 covered creating an Adjustment SF and sending it on an Adjustment Request Message. As a Home Plan receiving an Adjustment Request Message (with or without an Adjustment SF) there are several options to choose from once the Adjustment Request Message is selected and open:

- Create a Response Message.
- Request a Cancellation.
- Create an Adjustment DF.



11.1.1. Creating an Adjustment Response Message

The Home Plan could choose to send an Adjustment Response Message, reviewed in Section 5 of this manual. In order to close the Adjustment Request Message, the Home Plan would send an Adjustment Response Message with a denial Action Code.

Sending an Adjustment Response Message with an approval Action Code will not close the Adjustment Request Message. Rather, a Void DF would close the Adjustment Request Message. Home Plans have the option of sending the approval Adjustment Response Message as part of their workflow as needed.

11.1.2. Requesting a Cancellation

Home Plans have the option to send a Cancel Adjustment Message on an Adjustment Request Message. Section 6 provided various scenarios as to when a Cancel Adjustment Message would be sent.

It is unlikely that a Home Plan would create a Cancel Adjustment Message as a reply to an Adjustment Request Message, unless it is a last resort. The Home Plan would send an Adjustment Response Message with the appropriate denial Action Code or create an Adjustment DF.

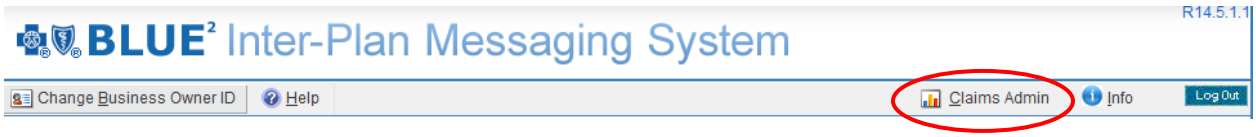
11.1.3. Creating the Adjustment DF

After reviewing the Adjustment Request Message, Home Plans can create an Adjustment DF that may approve, modify or reject the original claim transaction. Home Plans will adjust their local claim based on the information contained on the Adjustment Request Message and/or the Adjusted SF.

There are various ways Plans can build an Adjustment DF, based on the local adjudication results from the adjustment.

Home Plans can create an Adjustment DF internally or through Claims Administration. Claims Administration will allow the Adjustment DF to be created or updated based on the adjudication results from the Adjustment SF.

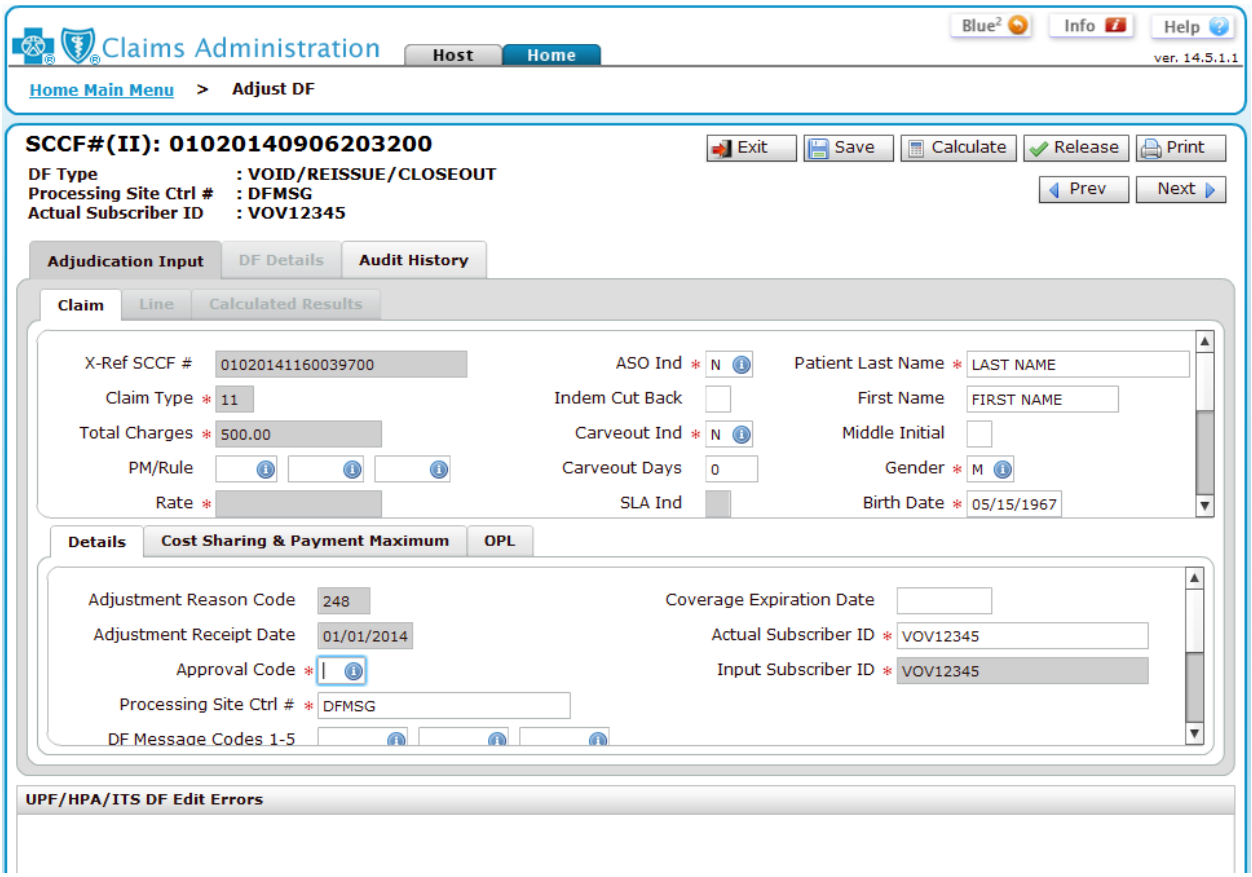
Home Plans have the option to select the “Create Adjustment DF” button or they can enter Claims Administration directly from Blue^2 as shown below.



11.1.4. Transferring to Claims Administration DF

Just like with Claims Administration SF, Home Plan users have the option to transfer to Claims Administration DF to create the Adjustment DF. This is an optional feature, as with transferring to Claims Administration SF.

The user will select the “Create Adjustment DF” button and automatically be taken to the Create Adjustment DF screen to create the Void, Void/Reissue or Void/Reissue/Closeout, as shown below.



11.1.5. Adjustment Receipt Date

The Adjustment Receipt Date has been added to the DF on the 29A record. The Adjustment Receipt Date has also been added to Claims Administration DF on the Adjudication Input Screen and the DF Details Screen.

Adjustment Receipt Date on Adjudication Input Screen:

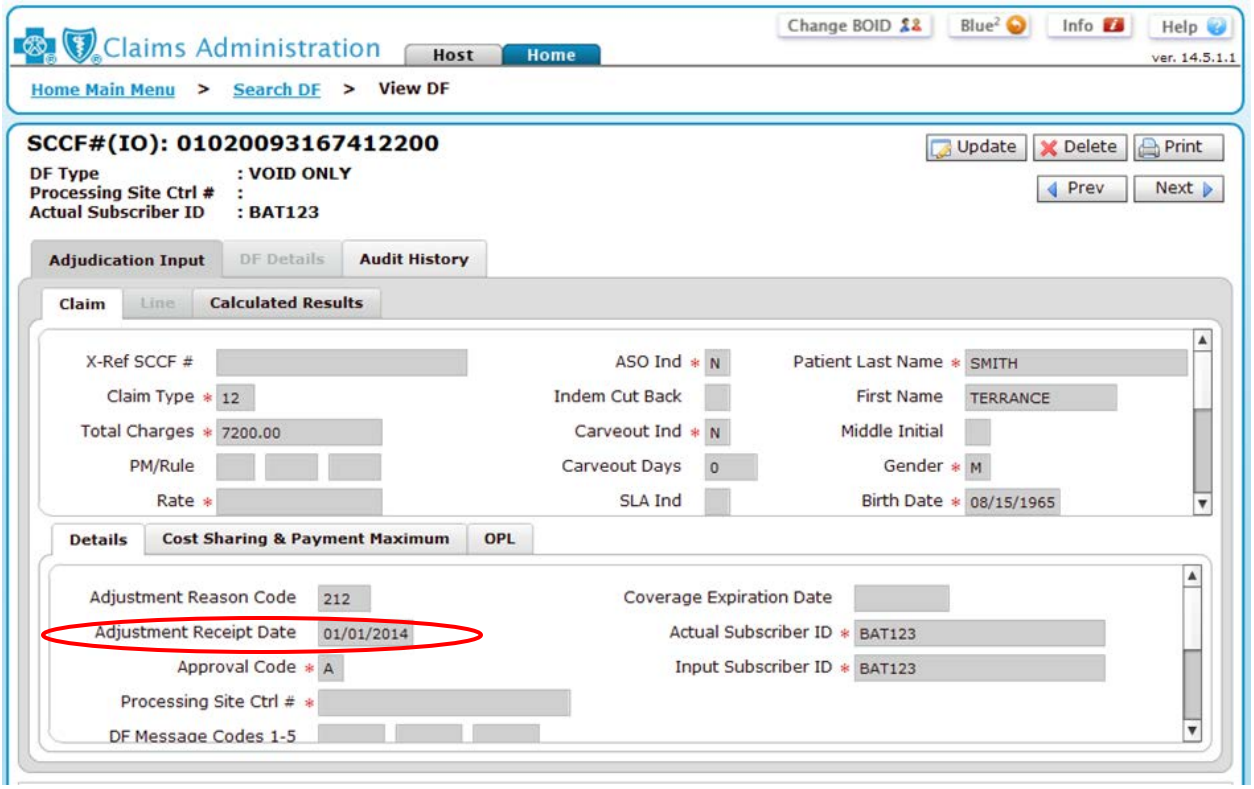
Tab: Claim

Sub-Tab: Details

Location: Below “Adjustment Reason Code”.

Format: MM/DD/CCYY

For non-streamlined adjustment, this field should be auto-populated from the Blue[2] Adjustment Request Message and should be protected.



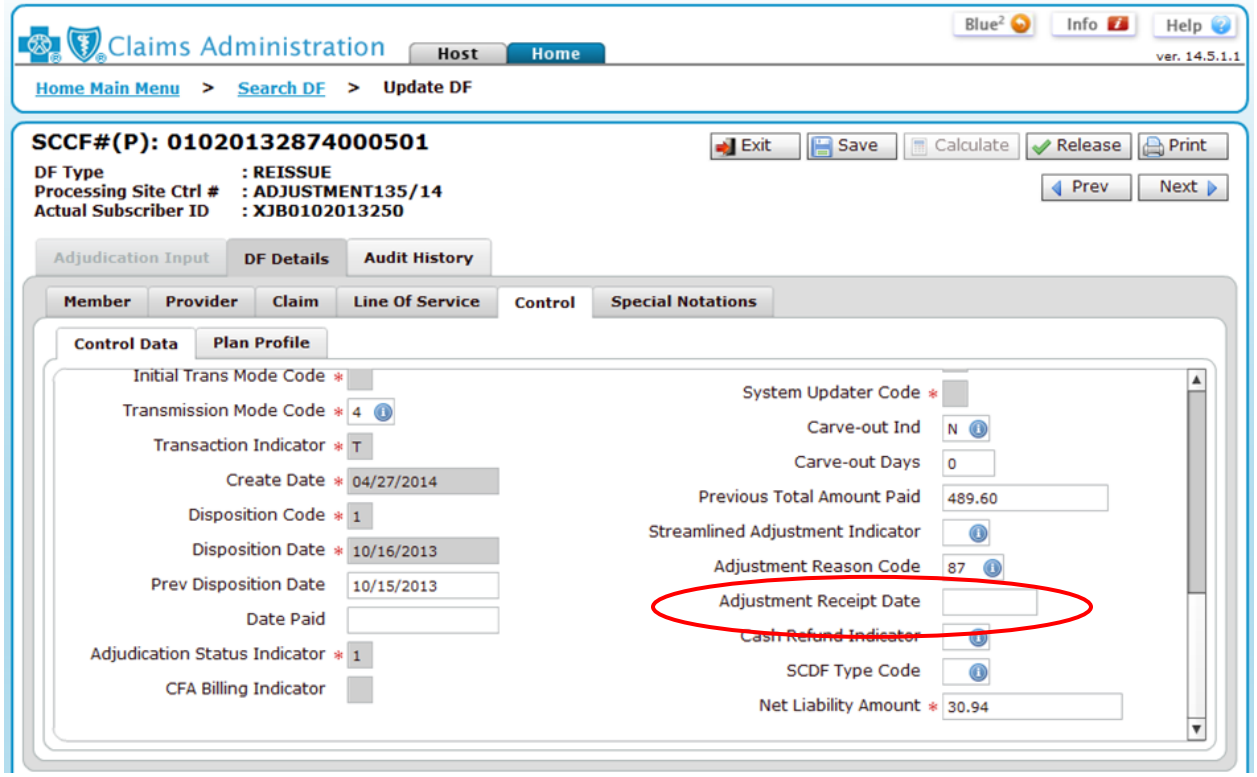
Adjustment Receipt Date on the DF Details Screen:

Tab: Control

Sub-Tab: Control Data

Location: Below “Adjustment Reason Code”.

Format: MM/DD/CCYY



11.2 Void and Reissue DF Flow

11.2.1. DFs Created Using Claims Administration DF

Since Claims Administration DF has only the “Auto adjust” feature, Void and Reissue DFs will always be created together.

- If Reissue goes invalid and Void is fine then Void will go in M (mismatch) status.
- If Void goes invalid and Reissue is fine then Reissue will go in M (Mismatch) status.

Both of these DFs will be held at the Home side until valid. When both DFs are valid, they will be released from Claims Administration either in batch mode or Real-Time Transport Mode. In Real-Time Transport mode, the DFs will be placed on the real-time queue with a “POSTPUT” request. For batch (TMC = 1), these will be kept in the Suspense Table to follow the existing process (to be extracted in batch and sent to the Host Plan using NDM or be put on the splitter).

Closeout DFs will be released independently (Real-Time Transport or batch) similar to original DFs.

Note: If Real-Time Transport mode (TMC = 4), adjustment DFs (V/R/C) will be transmitted to the Host Plan side one after another (one DF at a time) and deleted from the Suspense Table.

11.2.2. DFs Created via Plan’s Adjudication System Calling ALIM/HPA

DFs that have TMC = 1 will go into IPP_HPA_DF table as it happens today and will follow the existing process.

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DFs that have TMC = 4 will be put on the Real-Time Queue. When the Real-Time Queue receives the Void DF or Reissue DF, before the DF goes into DF Edit processing, the system will look for the other DFs on the Suspense Table in status W (Waiting). Status W is a newly defined status for DFs.

- If not found, this DF will be stored on Suspense Table in W (Waiting) status. An entry will be created in Event Log table with event code = 527.
- If found, both DFs will go through the process of Edit, Post and Release.

When putting DF in W (Waiting), there will be no update to Suspense History.

Processing of Adjustment DFs (Void and Reissue DFs) in Real-Time Transport mode requires the use of Claims Administration Suspense Database.

Closeout DFs will be released independently (Real-Time Transport or batch) similar to original DFs.

When multiple DF records (Void/Reissue or Void/Reissue/Closeout) are released in real time, only one response will be sent (when a reissue is processed).

11.2.3. DFs Created by the Home Plan via Batch Mode

These DFs are put on the splitter after editing and posting has taken place. Consequently, this process will not be impacted.

Host Plan Side:

Batch processing of DFs at the Host Plan side will have no impact.

The process described below for Void DF and Reissue DF will apply for Real-Time Transport mode.

Processing of adjustment DFs (Void and Reissue DFs) in Real-Time Transport mode requires the use of Claims Administration Suspense database.

Void and Reissue DFs will *not* arrive at the same instant. These will arrive one after the other, in any order.

Void DF Processing

Within ITS DF Edits and while processing a Void DF, the first thing the system will do is check whether the corresponding Reissue DF is present in the Suspense Table in a newly defined status W (Waiting):

- If present, both DFs will go through the DF Edit and Post process and will be posted accordingly.
- If not present, it will be stored in the Suspense Table with a newly defined status W (Waiting). An entry will be created in the Event Log table with event code = 727.

Reissue DF Processing

Within ITS DF Edits, while processing a Reissue DF, first thing the system will do is check whether the void DF is present in the Suspense Table in status W (Waiting):

- If present, both DFs will go through the DF Edit and Post process and will be posted accordingly.
- If not present, it will be stored in the Suspense Table with a newly defined status W (Waiting). An

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entry will be created in the Event Log table with event code = 727.

Closeout DF Processing

Closeout DFs are processed on their own, just like original DFs. There is no impact.

Summary of Void DF, Reissue DF and Closeout DF Processes

The first DF to come, whether it is a Void DF or a Reissue DF, is placed into the Suspense Table with the Status of W. The second DF will trigger the process of extracting the first DF and calling the DF Edit to process Void first and Reissue after it. The Close-out DF will be processed on its own.

Note:

- If one of the DFs goes invalid and other one is valid, the valid DF will go into M (Mismatch) status. Both DFs will be put on the invalid queue and removed from the Suspense Table.
- In case both DFs are invalid, both will be put on the invalid queue and removed from the Suspense Table.
- DFs on the Suspense Table with status W (Waiting) will not be visible to Plans in Claims Admin.

11.3 DF, Claims Administration and HPA Errors Created for Adjustment DF Processing

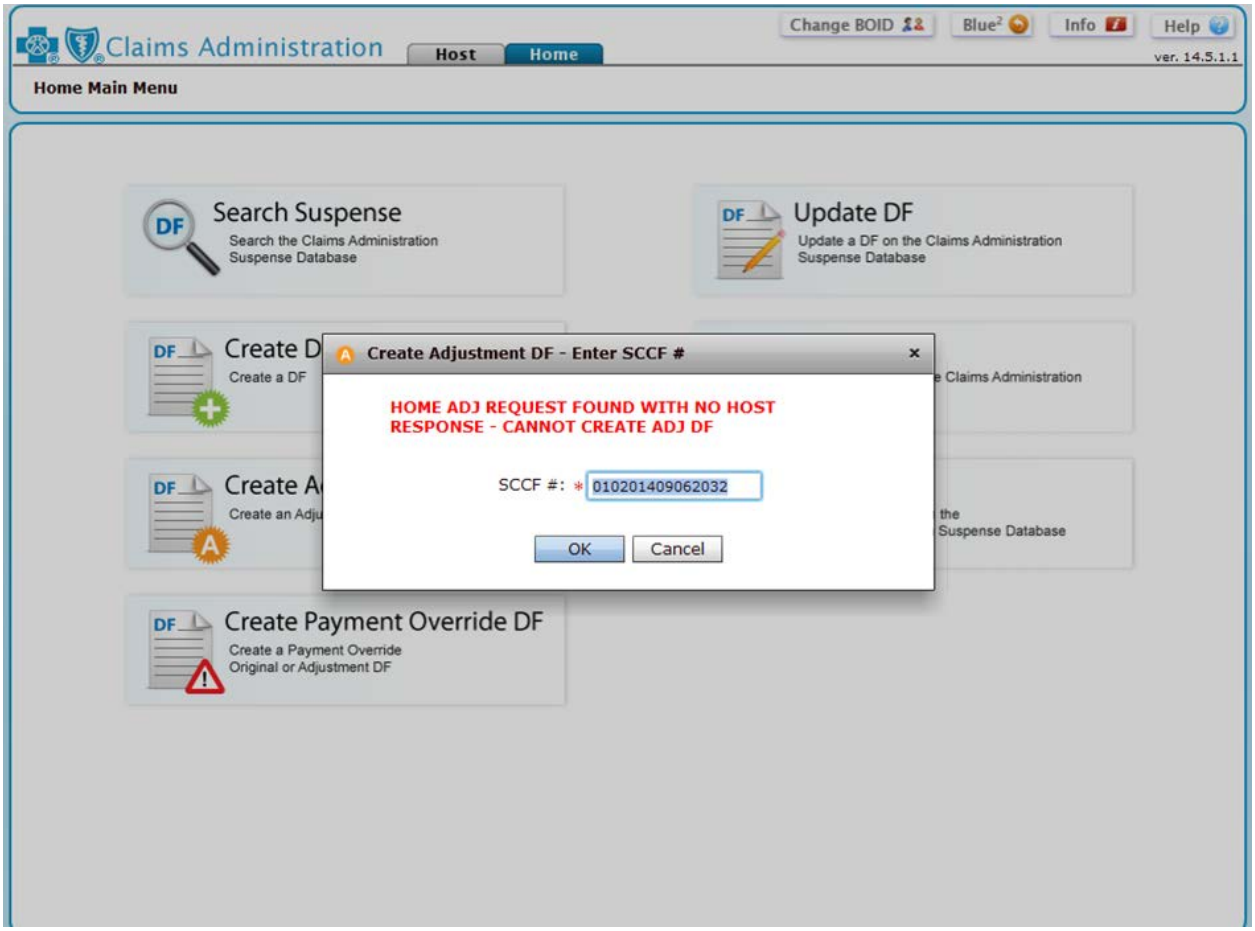
In Release 14.5, several new error messages were introduced for Adjustment DF processing. Several existing errors were also modified to remove verbiage related to the NF 06. This section focuses on the new DF and HAP errors created in Release 14.5.

11.3.1. DF Errors

Example	DF Edit	Description	Resolution
For non-Streamlined Reissue DFs, the Adjustment Receipt Date will be populated from the Adjustment Request Message When creating a Streamlined Adjustment, the Adjustment Receipt Date is not populated or is not a valid date (less than or equal to the Adjustment Date).	DA046	Invalid Adjustment Receipt Date	For non-Streamlined Reissue DFs, this should not be an issue. For Streamlined Adjustments, the Adjustment Receipt Date would need to be corrected in order to resolve the error.

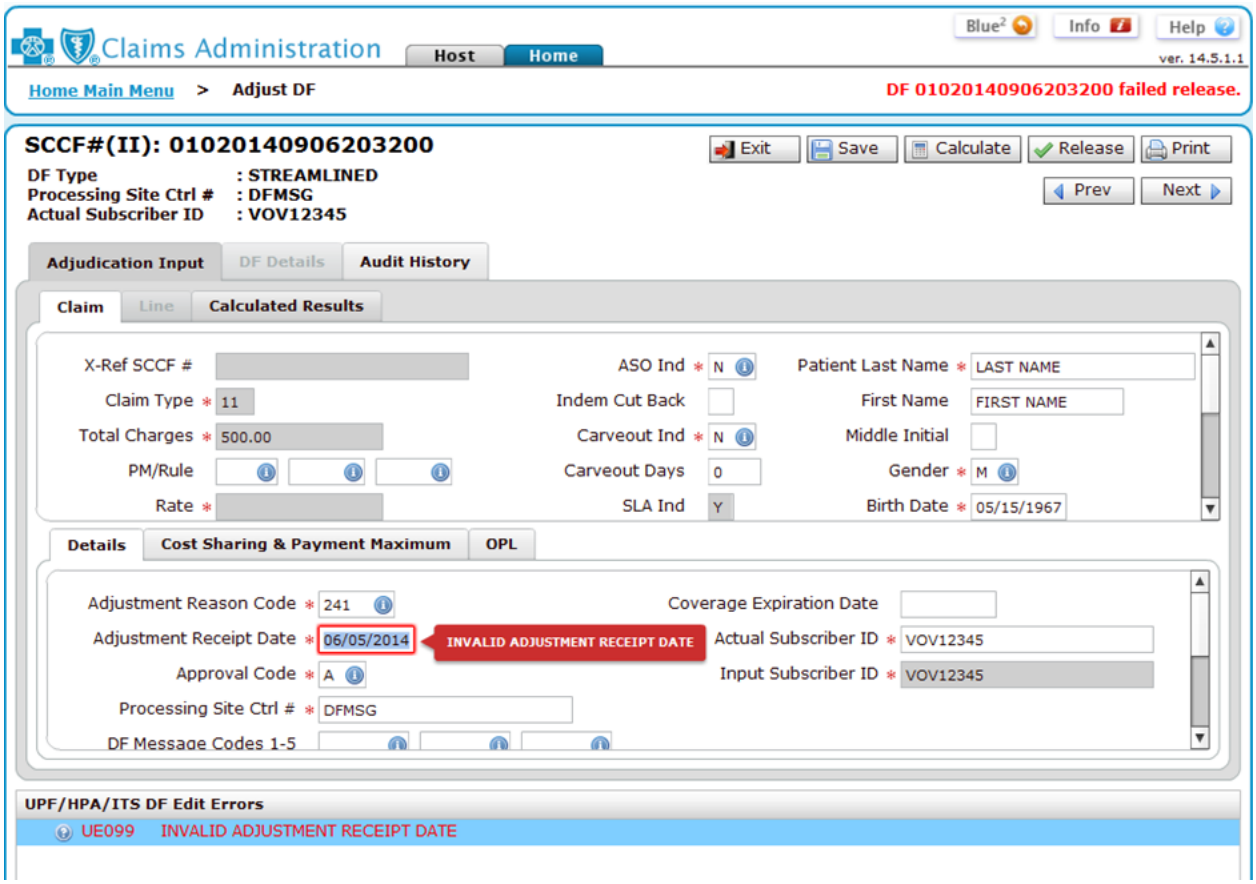
11.3.2. Claims Administration Errors

Example	CA Edit	Description	Resolution
The Home Plan has created an Adjustment Request Message asking for approval from the Host Plan to adjust the claim. The Host Plan has not sent an Adjustment Response. The Home Plan creates the Adjustment DF anyway through Claims Administration.	CA206	HOME ADJ REQUEST FOUND WITH NO HOST RESPONSE – CANNOT CREATE ADJ DF	Wait for approval from the Host Plan before attempting to create an Adjustment DF.

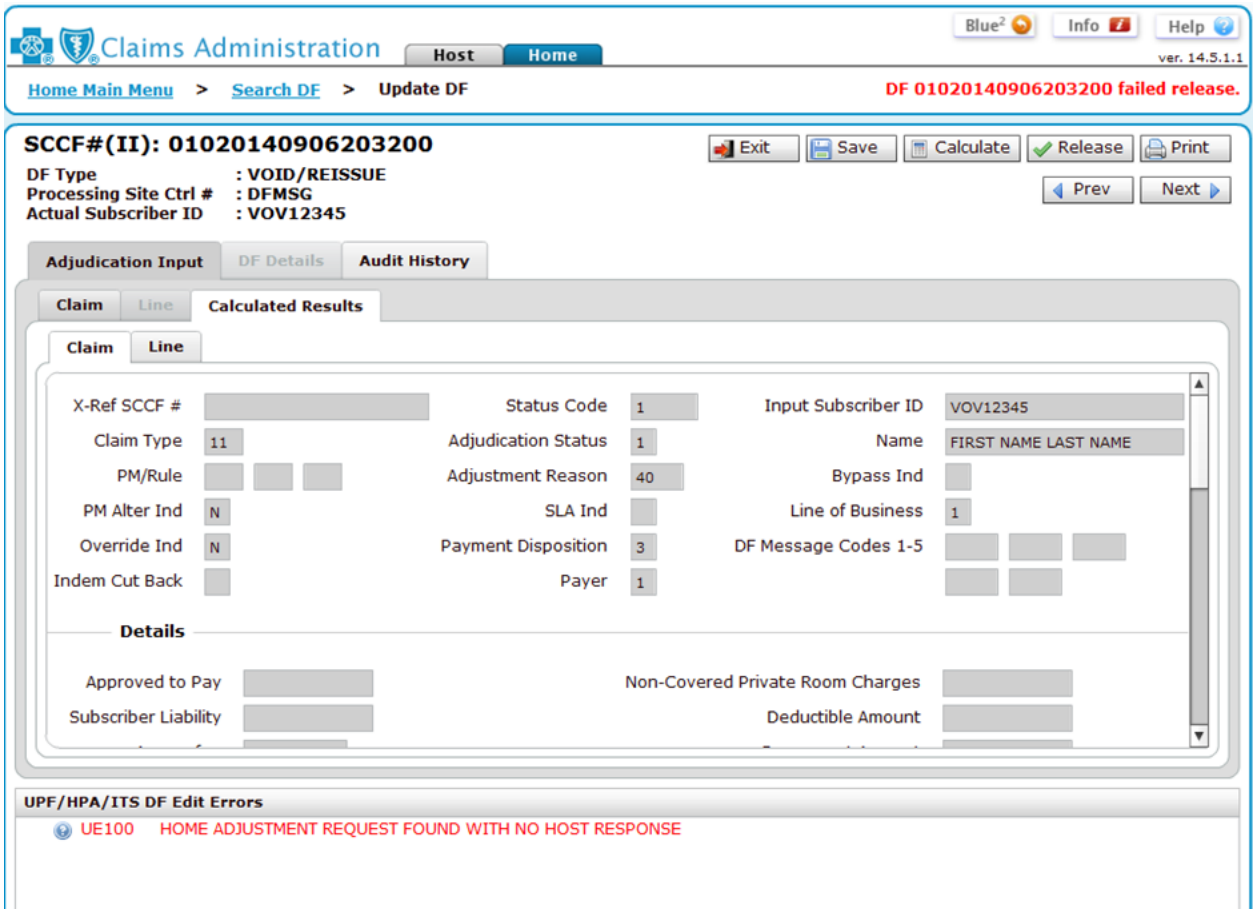


11.3.3. HPA Errors

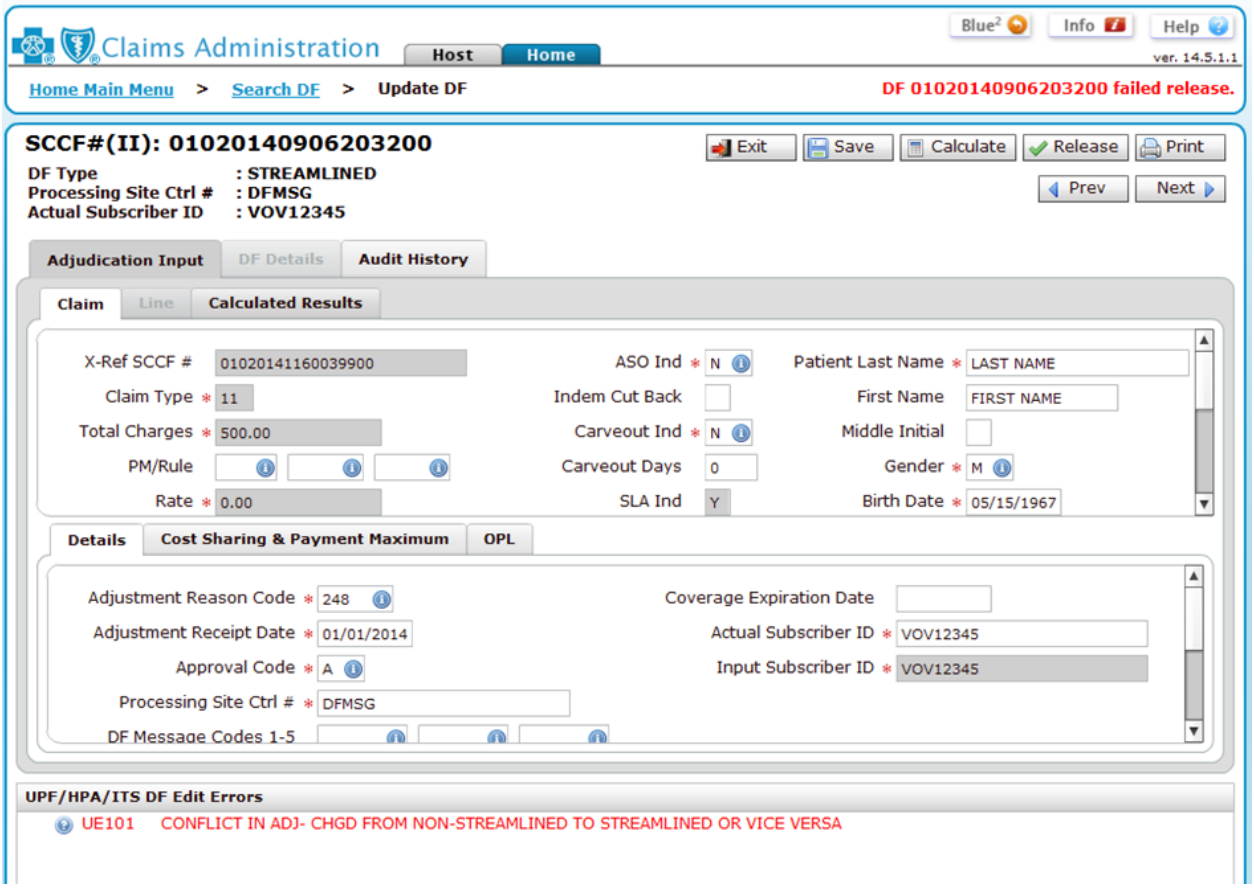
Example	HPA Edit	Description	Resolution
The Home Plan is creating a Streamlined Adjustment through Claims Administration. The Adjustment Receipt Date is populated with a date greater than the Adjustment DF create date.	UE099	INVALID ADJUSTMENT RECEIPT DATE	Delete or save the Adjustment DF on the Suspense Table and wait for void approval. If the Host Plan denies the Adjustment Request, delete the Adjustment DF from Suspense.



Example	HPA Edit	Description	Resolution
The Home Plan has created an Adjustment Request Message asking for approval from the Host Plan to adjust the claim. The Host has not sent an Adjustment Response. The Home Plan creates the Adjustment DF anyway.	UE100	HOME ADJUSTMENT REQUEST FOUND WITH NO HOST RESPONSE	Delete or save the Adjustment DF on the Suspense Table and wait for void approval. If the Host Plan denies the Adjustment Request, delete the Adjustment DF from Suspense.



Example	HPA Edit	Description	Resolution
The Home Plan has created a Streamlined Adjustment in Claims Administration and saved it to Suspense to modify later. The Host Plan has initiated an Adjustment Request Message with an Adjustment SF, sent to the Home Plan.	UE101	CONFLICT IN ADJ-CHGD FROM NON-STREAMLINED TO STREAMLINED OR VICE VERSA	Deny the Adjustment Request Message from the Host Plan and proceed with the Streamline. Delete the Streamline from Suspense and create the Void/Reissue/Closeout based on the Adjustment Request Message.



11.4 Section 10 Highlights

In Section 10, the following points were covered about creating an Adjustment DF when an Adjustment Request is received:

- Home Plans can respond to an Adjustment Request Message in various ways:
    - By creating and Adjustment Response Message.
    - By creating a Cancel Adjustment Message.
    - By creating an Adjustment DF.
- Through the “Create Adjustment DF” button, Home Plans can transfer to Claims Administration.
- The Adjustment Receipt Date has been added to the DF and Claims Administration screens.
- Several new DF, CA and HPA edits have been created in Release 14.5 for the Adjustment DF.
- Host and Home Flows are also available for the Adjustment DF process, supporting both real-time and batch processing.

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12. Adjustment Considerations

12.1 Home and Host Plans Simultaneously Sending an Adjustment Request Message

Often, Home and Host Plans will send an adjustment simultaneously. In the NF world, one of these transactions would post as Mismatch after the batch process, and both Plans would need to correct the issue and resend one adjustment.

In Blue^2 with Release 14.5, this process will still exist but be more transparent as to why the Adjustment Request Message is not in an Open/Processed state.

The receiving Blue^2 Node verifies that a pending (Open/Closed Indicator = Open or Unknown) Adjustment Request Message is not already present. If another Adjustment Request Message is present, Blue^2 will reject the message. Depending on the timing, the Adjustment Request Message may fail at both the Host and Home Node.

Once the Adjustment Request Message is rejected, the following error will be sent to the sending Node and populated in State History:

- BC191: A pending Adjustment already exists for this SCCF at the remote destination.

In the example below, the Home Plan has sent an Adjustment Request Message to the Host Plan, and the Host Plan has also sent an Adjustment Request Message. The Host Plan Adjustment Request Message receives this error:

SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan Ctrl #
01020140140078200	SF	V	--	Closed	--	12/25/2013	II	XJL33G856227	--	--	--
01020140140078200	DF	V	1	Closed	--	03/31/2014	II	XJL33G856227	--	--	--
01020140140078200	ADJUSTREQ	--	--	Unknown	RTRY	06/03/2014	II	XJL33G856227	241	--	--
01020140140078200	RF	V	1	Closed	--	03/31/2014	II	XJL33G856227	--	--	--

The Host Adjustment Request Message is in an Unkown/RTRY. Once the Adjustment Request details are selected, the error message will be viewable in State History as shown below:

Adjustment Request

Adjustment Reason Code	241 - Incorrect Cost Sharing
Adjustment Receipt Date	03/26/2014
Adjustment SF Indicator	N
Cross Reference SCCF Number	
Previous Cross Reference SCCF Number	
Cash Refund Indicator	N
Cash Refund Amount	$0.00
Comments	please adjust copay should be 50.00
Open Close Indicator	Unknown
Message Status Code	Retrying
Create Date	06/03/2014
Release Number	14.5

Contact On Receipt Details

User Id	bluetst3		
Name	Chris Hallauer	Phone Number	3122976092
Street Address	225 N. Michigan	Extension	
City	Chicago	State Or Province	IL
ZIP Or Postal Code	60601	Country	US

Evaluate Remote Message State

State History

State	Timestamp	UserId	Internal Comments
Retrying	06/03/2014 10:56:15	bluetst3	SENDER NODE: max retry attempts: 3, retried: 0, ADJUST/Q message was sent to the database for retrying later
Failed	06/03/2014 10:56:14	bluetst3	MESSAGE CODE: BC191, ERROR: A pending Adjustment already exists for this SCCF at the remote destination.
Processing	06/03/2014 10:56:12	bluetst3	Adjustment/Request

With this process, there may also be some additional considerations to account for when sending an Adjustment Request Message with an Adjusted SF in real-time and batch processing.

A real-time Adjustment SF may post as valid on the Host Plan side but will post as Mismatch on the Home Plan's Suspense Table in Claims Administration.

A batch Adjustment SF will stay as Mismatch on the Host Plan side and will not be sent to the Host Plan.

12.2 Batch and Real-Time Considerations for Adjustments

Real-time capability has been introduced with adjustment processing in Release 14.5. Adjustment SFs and Adjustment DFs can now be sent as Real-Time Transport (TMC4) and Blue^2 messaging is real time–

enabled, so Adjustment Request, Adjustment Response and Cancel Adjustment Messages are all sent in real-time.

With these changes come many considerations that Plans will need to factor in to their workflows when creating and receiving Adjustment and Cancel Messages. While this section may not cover every scenario, it can be used as a guide on how batch and real-time processing will work.

12.2.1. Adjustment Messages

Adjustment Messages without an Adjustment SF are sent real-time through Blue[2]. Home Plans need to take this into consideration when creating Adjustment DFs and sending Adjustment Message Responses:

Adjustment Response and Adjustment DF Created

- The Home Plan receives an Adjustment Request Message from the Host Plan. The Home Plan reviews the Adjustment Request Message and determines that the claim can be adjusted.
- The Home Plan's local system is adjusted, and an Adjustment DF (Void/Reissue) is created. The Adjustment DF can be sent in batch or real time.
- At the same time, another review is occurring on the claim, and it's determined the claim is correct and should not be adjusted. An Adjustment Response is created with a denial Action Code. The Adjustment Response is then sent to the Host Plan and the Adjustment Request Message is closed.
- The DF is created and edited. If the DF was created in Claims Administration, once it is "released," UE101 would have been presented to the user. Outside of Claims Administration, the DF would be considered invalid.

12.2.2. Cancel Adjustment Messages

Cancel Adjustment Messages behave like Adjustment Request Messages, with slight differences in Adjustment DF processing for batch and real time.

Cancel Adjustment Approval Sent and Batch DF Created

- The Home Plan receives an Adjustment Request Message from the Host Plan. The Home Plan reviews the Adjustment Request Message and determines that the claim can be adjusted.
- The Home Plan's local system is adjusted and an Adjustment DF (Void/Reissue) is created for batch processing.
- The Host Plan has received a corrected claim from the provider. Since an Adjustment Request Message has already been sent, the Host Plan initiates a Cancel Adjustment Message so it can create a new Adjustment Request Message.
- The Home Plan receives the Cancel Adjustment Message from the Host Plan. Upon review it determines the Cancel Adjustment Message can be approved. The Cancel Adjustment Message is approved and the Adjustment Request Message is closed.

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In this scenario, the claim in the Home Plan's local adjudication system has been created along with the Adjustment DF. The Adjustment DF created outside of Claims Administration would become invalid. Once "released," the DF in Claims Administration would receive error message UE101.

Cancel Adjustment Message Received and Real-Time DF Created

- The Home Plan receives an Adjustment Request Message from the Host Plan. The Home Plan reviews the Adjustment Request Message and determines that the claim can be adjusted.
- The Home Plan's local system is adjusted, and an Adjustment DF (Void/Reissue) is created for real-time processing.
- The Host Plan has received a corrected claim from the provider. Since an Adjustment Request Message has already been sent, the Host Plan initiates a Cancel Adjustment Message so it can create a new Adjustment Request Message.
- The Home Plan receives the Cancel Adjustment Message from the Host Plan. Upon review it determines the Cancel Adjustment Message can be approved.
- The Adjustment DF is released in real time and posted, and the Void DF closes out both the Adjustment Request Message and the Cancel Adjustment Message.

Home Plans receiving a Cancel Adjustment Message need to fully review their local system and determine when the DF has been created when approving a Cancel Adjustment Message. Several considerations for this were noted in Section 6.

12.3 Section 11 Highlights

In Section 11, the following points were covered about adjustment considerations:

- When Home and Host Plans send Adjustment Request Messages at the same time, one message will error out and won't be sent.
- Real-time and batch consideration were noted around timing for:
    - Adjustment Request Messages.
    - Adjustment DF creation in batch or real time for Cancel Adjustment Messages.

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13. Creating an Adjustment SF on an Adjustment Response Message

13.1 Adjustment SF on a Host Plan Response Message

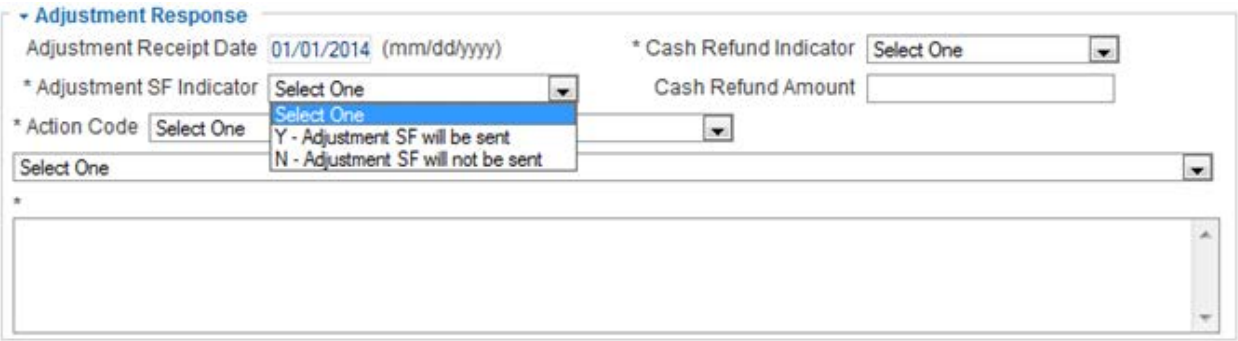
Host Plans have the option to send an Adjustment SF on an Adjustment Response Message. The Host Plan can send the Adjustment SF at the request of the Home Plan (Adjustment SF Indicator set to the value of Y) or set the Adjustment SF Indicator to the value of Y on the Adjustment Response Message.

The Adjustment SF can still be created through a batch process or through Claims Administration as described in Section 9. The new Mismatch Status would also apply to the Adjustment SF on the Adjustment Response Message.

13.1.1. Populating the Adjustment SF Indicator on the Adjustment Response Message

The Host Plan receives an Adjustment Request Message from the Home Plan. Upon creation of the Adjustment Response Message, the Host Plan has the option to approve or deny the request. The Host Plan can also decide whether or not to send the Adjustment SF back based on the Home Plan's request to send one.

The Adjustment SF Indicator on the Adjustment Response Message is selectable. Unlike some values on an Adjustment Response Message, the value from the Home Adjustment Request Message is not carried over.



13.1.2. Home Plan Adjustment Receipt Date

The Adjustment Receipt Date is populated by the sending Plan, in this instance, the Home Plan. The Home Plan Adjustment Receipt Date would be populated on the Adjustment Response Message.

When the Host Plan creates the Adjustment SF, the Adjustment Receipt Date must be the Home Plan's Adjustment Receipt Date on the Adjustment Request Message and carried over to the Adjustment Response Message.

In this example, the Adjustment Receipt Date from the Home Plan is Jan. 1, 2014.

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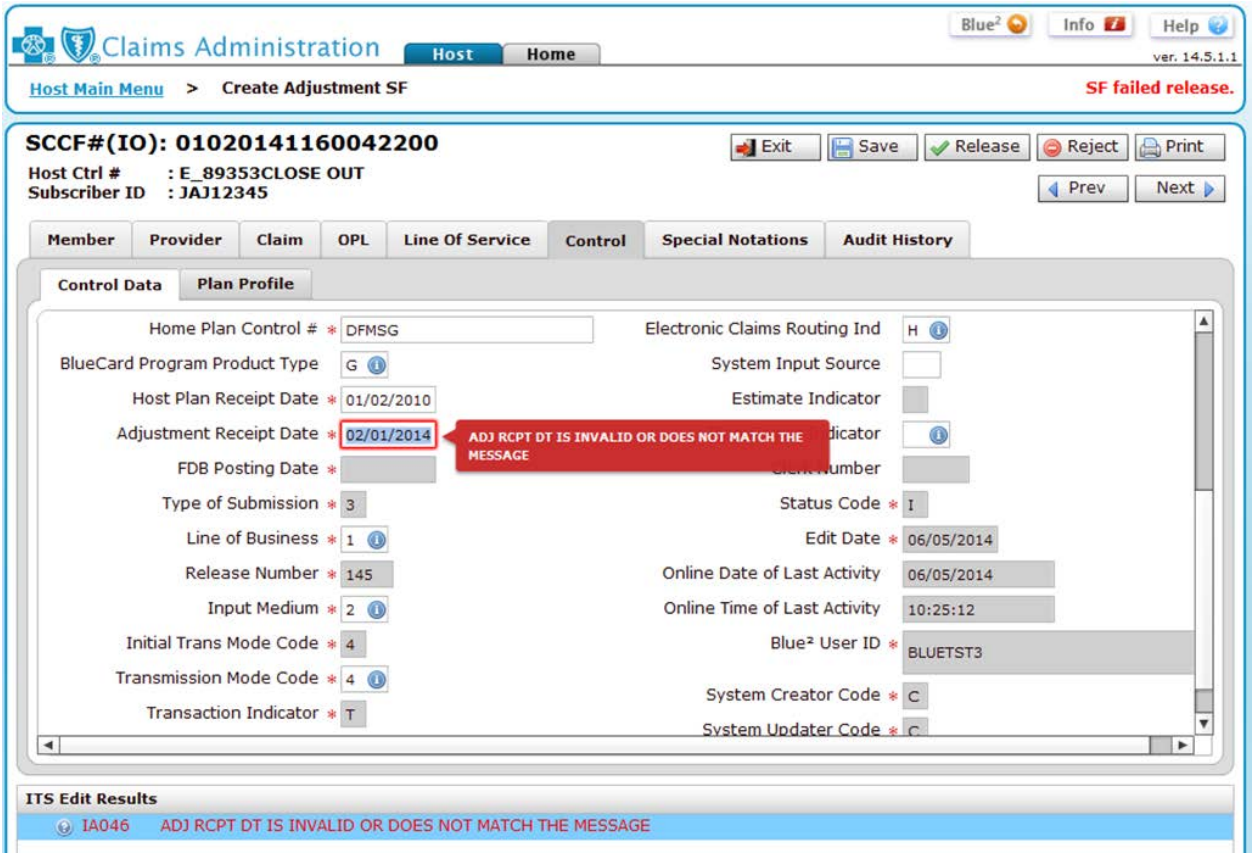
When creating the Adjustment SF inside or outside of Claims Administration, if the Adjustment Receipt Date does not match, the following edit will occur:

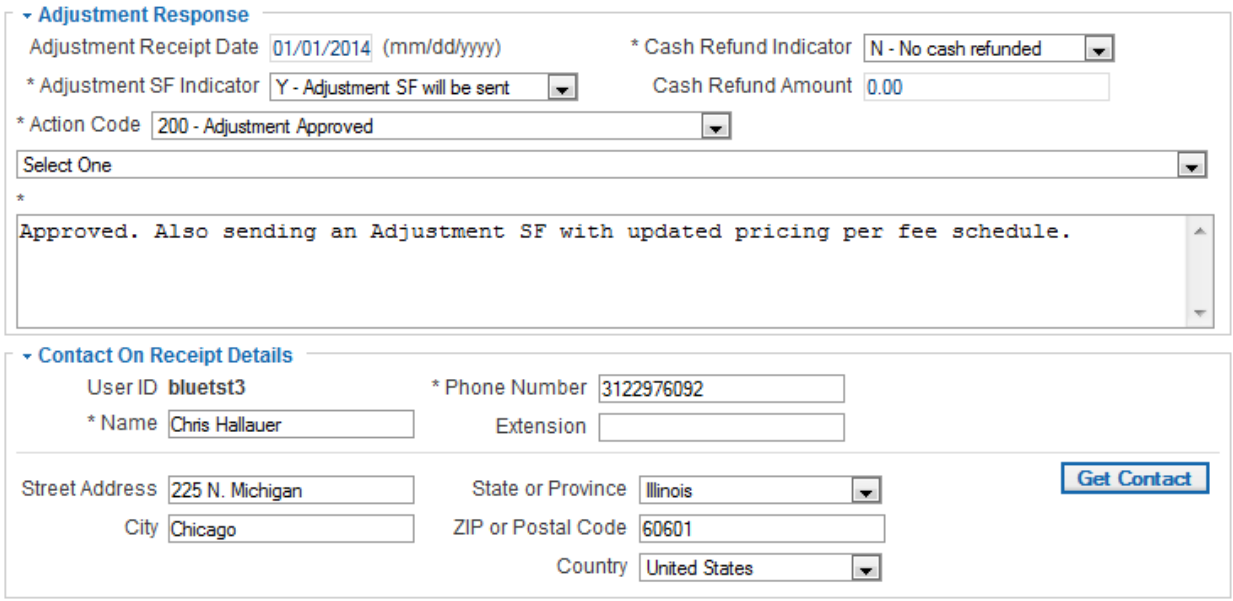
IA046/PA046: ADJ RCPT DT IS INVALID OR DOES NOT MATCH THE MESSAGE



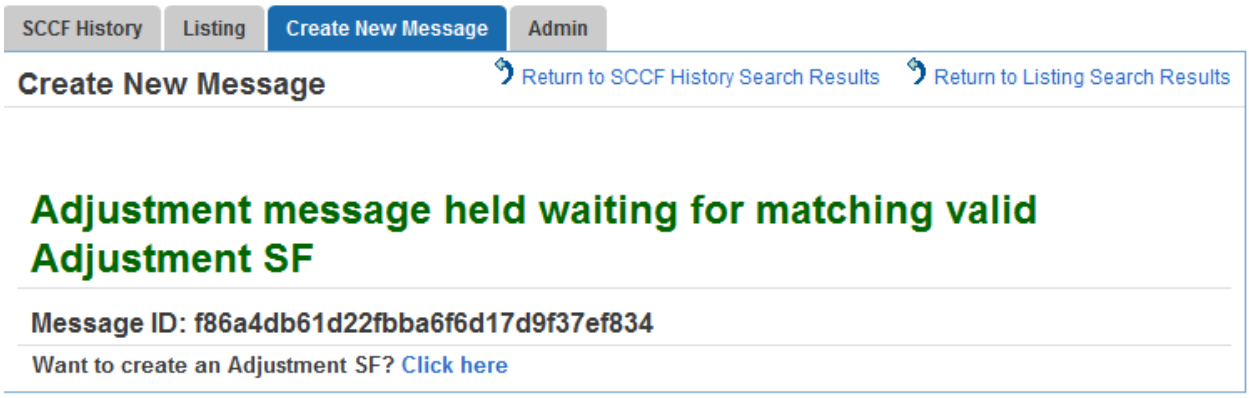
The Adjustment Receipt Date needs to be updated to match the Home Plan's Adjustment Request Message.

13.1.3. Transferring to Claims Administration

As with the Adjustment Request Message, users can transfer to Claims Administration to create an Adjustment SF to send on the Adjustment Response Message. The Host Plan should populate the Adjustment Response Message as shown below:



Once the Adjstment Response Message is sent, the following message is displayed:



Plans using Claims Administration have the option to automatically send the Adjustment SF on the Adjustment Response.

13.1.4. Populating the Cross Reference SCCF Number

Once the Adjustment SF has been created and matched up to the Adjustment Response Message, the Cross Reference SCCF Number will be populated as shown below:

Adjustment Request

Adjustment Reason Code	247 - Benefit Change/Correction
Adjustment Receipt Date	01/01/2014
Adjustment SF Indicator	N
Cross Reference SCCF Number	
Previous Cross Reference SCCF Number	
Cash Refund Indicator	N
Cash Refund Amount	$0.00
Comments	Please allow an adjustment. This should be covered with a 15.00 copay. Thanks
Open Close Indicator	Open
Message Status Code	Processed
Create Date	06/05/2014
Release Number	14.5

Contact On Receipt Details

User Id	bluetst3		
Name	Chris Hallauer	**Phone Number**	3122976092
Street Address	225 N. Michigan	**Extension**	
City	Chicago	**State Or Province**	IL
ZIP Or Postal Code	60601	**Country**	US

Adjustment Response

Comments	Approved. Also sending an Adjustment SF with updated pricing per fee schedule.
Action Code	200 - Adjustment Approved
Open Close Indicator	Open
Message Status Code	Processed
Create Date	06/05/2014
Message ID	f86a4db61d22fbba6f6d17d9f37ef834
Release Number	14.5
Adjustment Receipt Date	01/01/2014
Adjustment SF Indicator	Y
Cross Reference SCCF Number	01020141160042600
Cash Refund Indicator	N
Cash Refund Amount	$0.00

The process of populating the Adjustment SF on the Adjustment Response Message is the same as populating the Adjustment SF on the Adjustment Request Message.

13.1.5. Creating the Adjustment DF

Once the Home Plan receives the approval response from the Host Plan, it would adjudicate the local claim and create the Adjustment DF (Void/Reissue/Closeout).

13.2 Section 12 Highlights

In Section 12, the following points were covered about creating an Adjustment SF on an Adjustment Response Message:

- Host Plans can create an Adjustment SF on an Adjustment Response Message when:
    - The Home Plan sets the Adjustment SF Indicator to Y on the Adjustment Request Message.
    - The Host Plan sets the Adjustment SF Indicator to Y on the Adjustment Response Message.
- The Adjustment Receipt Date on the Adjustment SF that was created for the Adjustment Response Message must match the Adjustment Receipt Date in the Adjustment Request Message sent by the Home Plan.
- When creating an Adjustment SF for an Adjustment Response Message, Host Plans have the option to transfer to Claims Administration, as with an Adjustment Request Message.

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14. Action Codes 301 and 304

14.1 Action Code 301

When a Host Plan cannot recoup funds automatically from provider remits, it will use denial Action Code 301 (Adjustment Denied until money is recouped from the provider) when sending an Adjustment Response Message back to the Home Plan that has sent a total void adjustment or a void/reissue resulting in a decreased provider payment.

Action Code 301 is only accessible from Host screens in Blue[2].

The Provider Recoupment enhancement was created in Release 14.5 to transition from PTS reporting to IPOR and Datanet reports, with the sunset of PTS.

Host Plans will send notice to the provider requesting money back on a particular claim. SCCFs denied with Action Code 301 will appear on a new report until:

- The Host Plan initiates an Adjustment Request Message advising the money has been recouped from the provider and the Home Plan can now adjust the claim. Once the Void DF is issued, the SCCF will no longer appear on the report.
- The Host Plan initiates an Adjustment Request Message using Adjustment Reason Code 225 – Adjustment Denied until money is recouped. The Home Plan would then send an Adjustment Response Message with denial Action Code 300.

Additional information related to the new Provider Recoupment Report can be found in e_91119 IPOR Datanet Lite Operational Gap Reports.

14.2 Action Code 304

With Adjustment Modernization, denial Action Code 304 (Adjustment Denied until money is recouped from the member) has been introduced. This action code has the same attributes as Action Code 301, except that the Home Plan will use this when attempting to recoup funds from the member.

Action Code 304 is only accessible from Home screens in Blue[2].

Home Plans will send notice to the member requesting money back on a particular claim. SCCFs denied with Action Code 304 will appear on a new report until:

- The Home Plan initiates an Adjustment Request Message advising the money has been recouped from the member and can now adjust the claim. Once the Void DF is issued, the SCCF will no longer appear on the report.
- The Home Plan initiates an Adjustment Request Message using Adjustment Reason Code 225 – Adjustment Denied until money is recouped. The Host Plan then sends an Adjustment Response Message with denial Action Code 300.

Additional information related to the new Member Recoupment Report is forthcoming.

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14.3 Section 13 Highlights

In Section 13, the following points were covered about Action Codes 301 and 304:

- Reporting of Action Code 301 will no longer appear on PTS reports but will transition to IPOR/Datanet Lite reports.
- Action Code 304 has been introduced with Release 14.5 for Home Plans that need to recoup funds from members.

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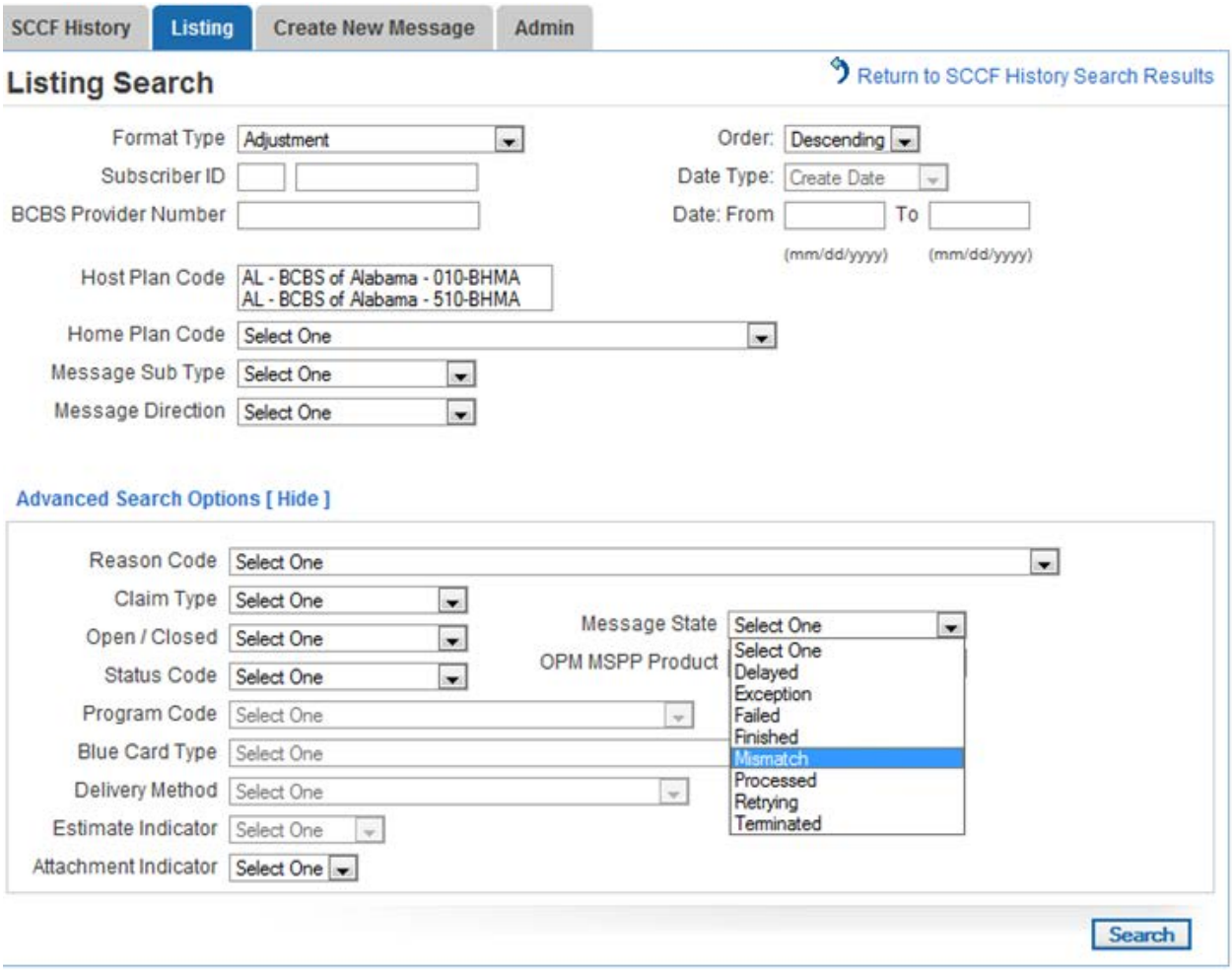
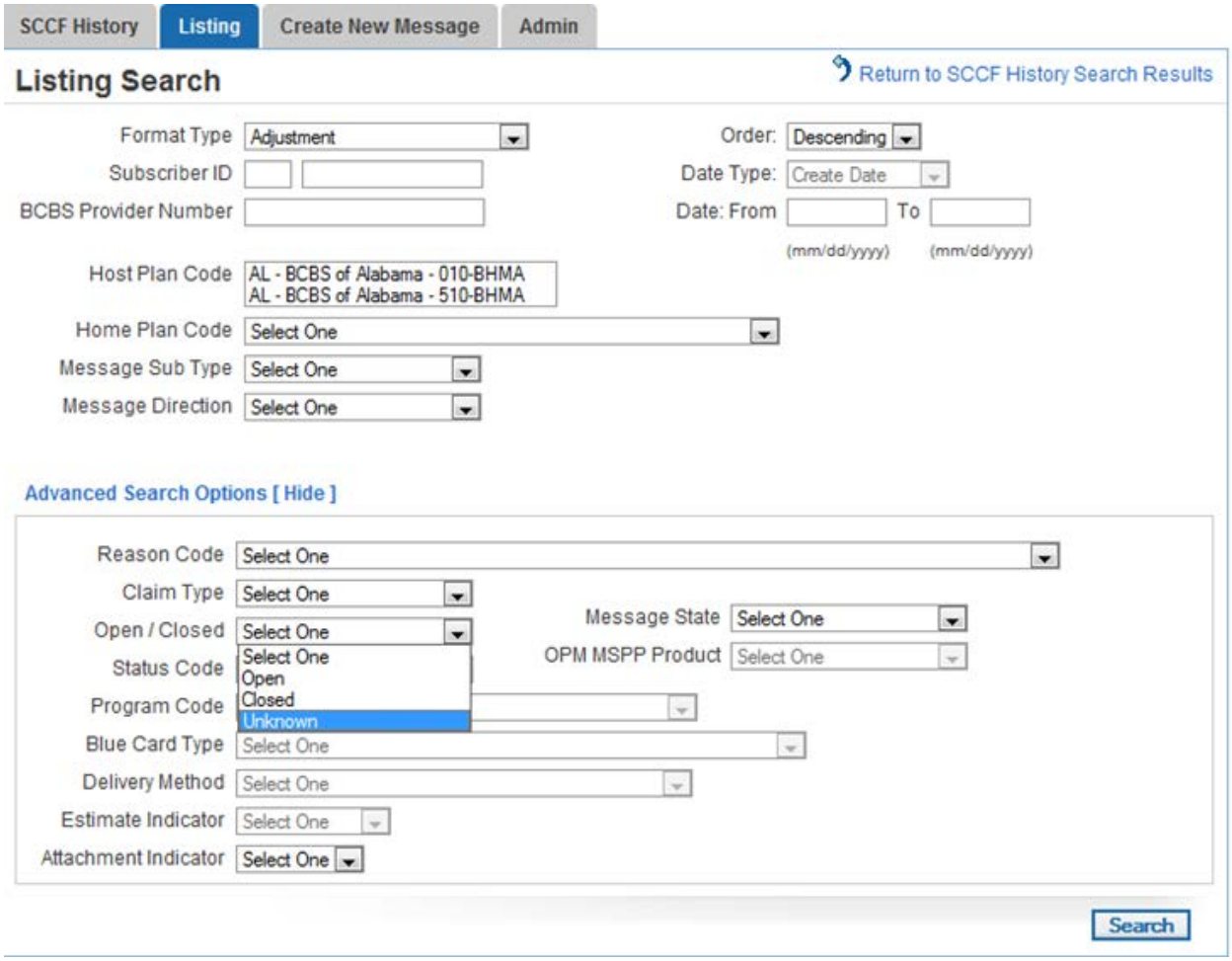
15. Listing Search and Adjustment Mailboxes

15.1 Listing Search

Listing Search has been enhanced to support searching for Adjustment and Cancel Adjustment Requests and Responses. Additional advanced criteria support searching for Mismatched Adjustment Request and Responses, as shown below:

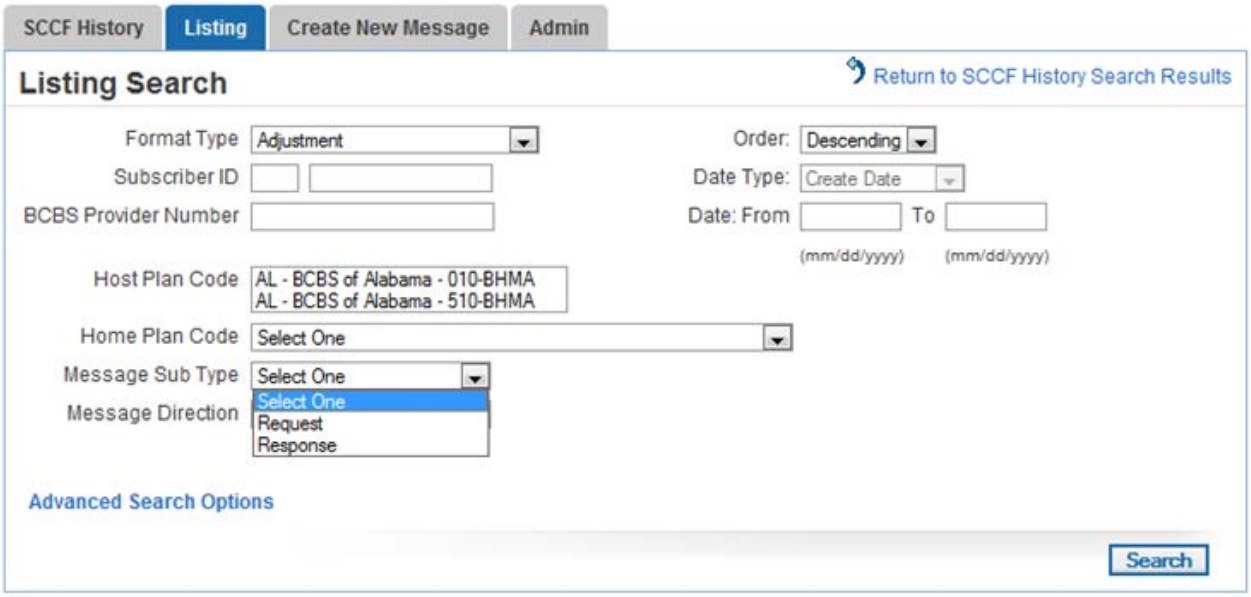


Search Results is enhanced to display the Message Status in addition to Open/Closed Status.



Requests and responses are displayed in the Search Results separately as

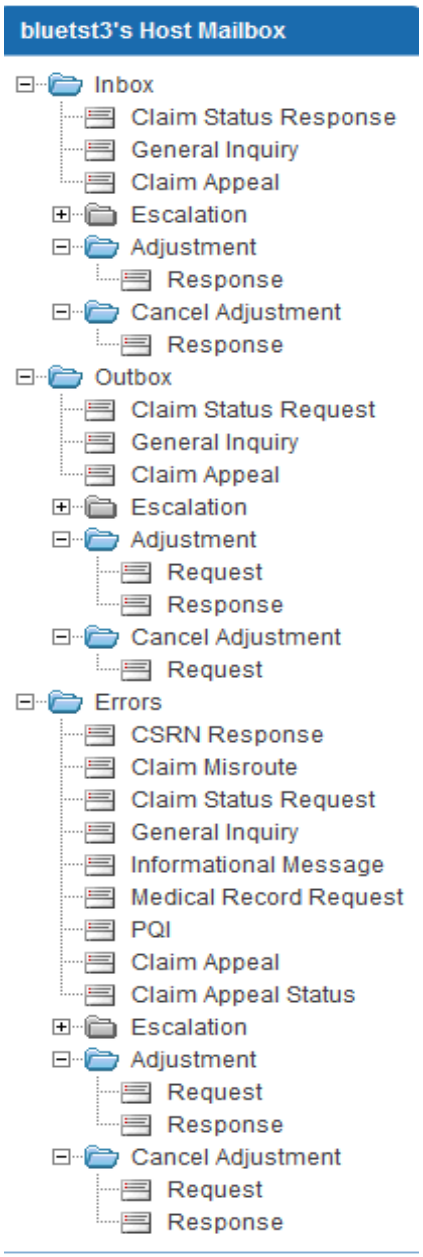
- ADJUSTREQ – Adjustment Request.
- ADJUSTRESP – Adjustment Response.
- CNCLADJREQ – Cancel Adjustment Request.
- CNCLADJRESP – Cancel Adjustment Response.



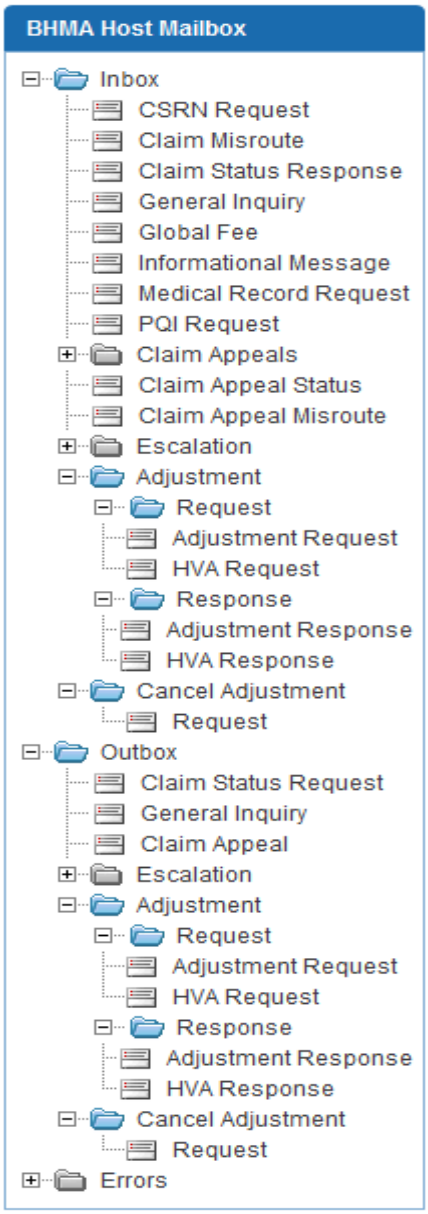
15.2 Adjustment Mailboxes

Mailboxes have been added for Adjustment Request and Response messages. Additionally, High-Volume Adjustment mailboxes have been added.

Individual Mailbox Display



Business Unit Mailbox Display



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15.3 Section 14 Highlights

In Section 14, the following points were covered about Listing Search and adjustment mailboxes:

- Listing Search has been enhanced to include Adjustment Messages and Cancel Adjustment Messages.
- Adjustment mailboxes have been created.
- High-Volume Adjustment Mailboxes have been created under the Business Unit Mailbox.

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16. Purge and Restore

16.1 Adjustment Message Purge and Restore Criteria

When an Adjustment Request, Response and Cancel Message need to be purged, selective or global, they are all purged as one message. With NFs today, each individual NF can be selectively purged.

This has changed with Release 14.5, and now each adjustment message cannot be purged, while an adjustment would need to be purged if all are present.

16.2 Global Purge

Adjustment Request, Response and Cancel Messages will follow the same Global Purge process as other Blue^2 messages. To meet the Global Purge criteria (all SCCF and messages closed) all Adjustment and Cancel Adjustment Messages must be in a closed state. If any of the Adjustment and Cancel Adjustment Messages is open, that SCCF would not be part of the Global Purge process.

16.3 Global Restore

Adjustment Request, Response and Cancel Messages will follow the same Global Restore process as other Blue^2 messages.

16.4 Selective Purge

Release 14.5 keeps both ITS and Blue^2 Selective Purge processes independent, as they are today, with a few modifications in order to identify adjustments.

When selectively purging an adjustment message, the whole message would be purged, which could include the Adjustment Request, Adjustment Response and Cancel Adjustment.

A new report has been created (ITCP9060-07) that will capture Adjustment Message ID of the ITS SCCF or format type being selectively purged, should the user need to purge the Adjustment Message.

Additionally, an extract file will be created with Adjustment Message IDs. Plans will need to feed this file into their Blue^2 Selective Purge batch process to purge these Blue^2 adjustment messages.

Today, if an NF is selectively purged and there is an associated X-Reference SCCF, it is reported on the Adjustment XREF Report.

To maintain the same functionality, going forward, when a Blue^2 adjustment message is selectively purged, associated XREF SCCF Numbers (if any) will appear on a new report ITCP9874-01 (for logical delete) and ITCP9874-02 (for physical delete).

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16.5 Selective Restore

Like Selective Purge, ITS and Blue^2 functionality are independent from one another. For ITS, if a selectively purged claim is restored using just the SCCF Number and there are associated Adjustment Messages that have been archived (IPP_MSG_ARCHIVE_SEARCH table with Purge_Req_Type_Cd = “A”), those adjustment messages will be on a new report (ITCP9394-02). Plans will need to review the report to determine if the adjustment message needs to be restored.

For Blue^2, if a selectively purged adjustment message is restored, all associated adjustment messages (Adjustment Request/Response and Cancel Request/Response) will be restored.

If there are any archived associated XREF SFs related to the adjustment messages that are being restored, they will appear on a new report (ITCP9874-03).

16.6 Adjustment-Initiated Restore Process

Today, NF edits are set up to handle auto restoration of an SCCF should an NF 06 be sent and the receiving Plan does not have that SCCF posted to formats. The NF edits auto-generate a denial NF 07 with one of these Action Codes:

- 302: Record Purge-Unable to Retrieve.
- 303: Successful Restoration, Claim is denied.

With Action Code 303, a new NF 06 request is sent and the adjustment process continues since the SCCF has been restored. This process through NF edits is optional – not all Plans utilize this process for adjusting restored claims. After 24 months, Plans may or may not restore the claim for the adjustment and handle the transaction outside of BlueCard.

Since the NF 06 will no longer exist in Release 14.5, the above process is being enhanced to accommodate Adjustment Messages.

The Adjustment-Initiated Restore Process is optional for Plans and allows the Adjustment Request Message sent to the receiving Plan to remain open pending restoration of the SCCF as shown below.

The Host Plan has initiated an Adjustment Request Message to the Home Plan. The Home Plan has purged the corresponding SCCF:

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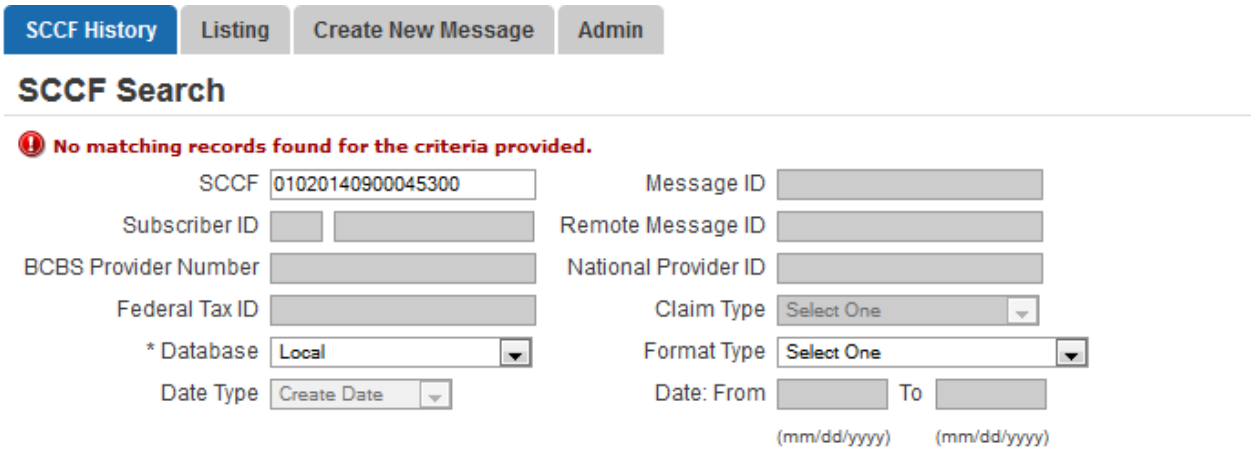
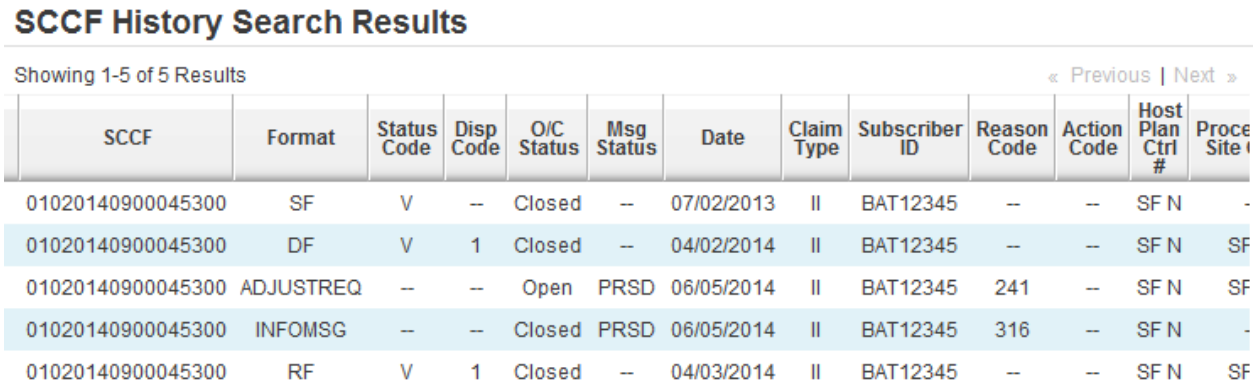


Once the SCCF is received at the Host Plan, a new Informational Message is systematically generated and sent to the Host Plan advising “Adjustment Pending for SCCF Restoration.”



SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan Ctrl #	Proce Site
01020140900045300	SF	V	--	Closed	--	07/02/2013	II	BAT12345	--	--	SF N	-
01020140900045300	DF	V	1	Closed	--	04/02/2014	II	BAT12345	--	--	SF N	SF
01020140900045300	ADJUSTREQ	--	--	Open	PRSD	06/05/2014	II	BAT12345	241	--	SF N	SF
01020140900045300	INFOMSG	--	--	Closed	PRSD	06/05/2014	II	BAT12345	316	--	SF N	-
01020140900045300	RF	V	1	Closed	--	04/03/2014	II	BAT12345	--	--	SF N	SF

The new Informational Message is generated by BCBSA software. The new Informational Reason Code is 316 with prepopulated comments: “Adjustment Pending for SCCF Restoration,” as shown below.

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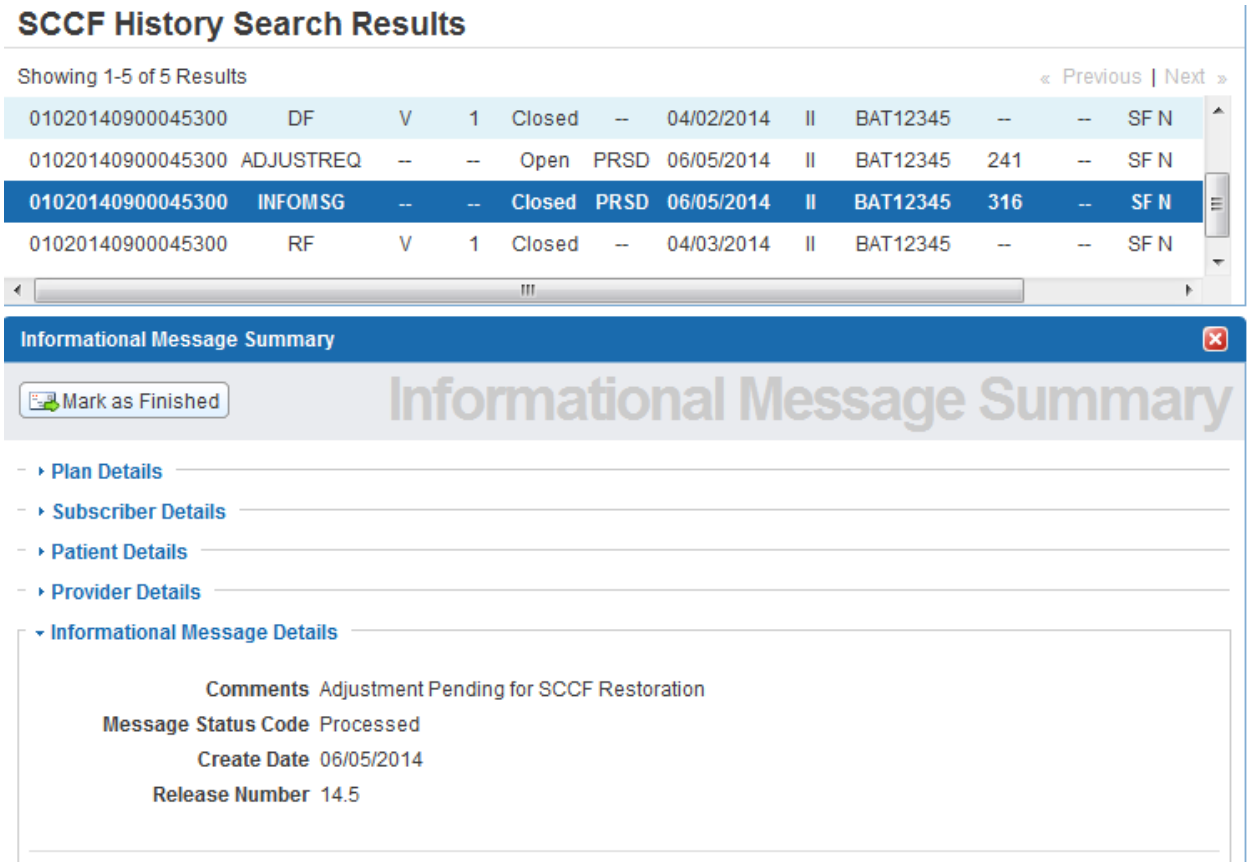

On the Blue[2] side, when an Adjustment Request Message is received, the system will check if the corresponding claim is archived and the PURGE_REQ_TP_CD on the Archive Search table is A. If yes, it will update this code to S and update the time stamp to the current time stamp in local time (LAST_UPDT_TS).

Behind the scenes, ITS will query the Archived Search Table. All entries that have PURGE_REQ_TP_CD (Purge Request Type (P373)) equal to S will do the following:

- Create a record that is part of a file to be inputted to the Restore process and restore this claim. See attachment 14.35 for the file format.
- Print a new report with a report ID of ITCP95B2-01. (See attachment 14.36 for mock-up report.) The calculation for “Days Since Last Update” is Current Date minus Purge Date.
    - This report will have a control break on the BOID.
- Update PURGE_REQ_TP_CD to A on the ARCHIVE_SEARCH table for this entry.
- Update the last update time stamp to the current time stamp in local time LAST_UPDT_TS.

Plans can use this file to restore claim(s) as needed. Plans that do not want to restore the claim can discard this file. However, ***Plans are required to run this process***.

If the Home Plan is utilizing this process, it can proceed with adjustments once the claim is restored.

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Plans that cannot restore the SCCF to formats can proceed by denying the Adjustment Request Message or requesting a Cancel Adjustment Message.

16.7 Section 15 Highlights

In Section 15, the following points were covered about purge and restore:

- Adjustment Request, Response and Cancel Messages are treated as one message through the Global and Selective Purge processes.
- For Global Purge, if any part of an adjustment message is not in a closed state, the SCCF would not be included in the process.
- ITS and Blue^2 Selective Purge processes remain independent. New reports have been created to identify the Adjustment Message ID on ITS Selective Purge claims.
- The Adjustment-Initiated Restore Process has been introduced as an optional Restore Process for Plans for incoming Adjustment Request Messages.

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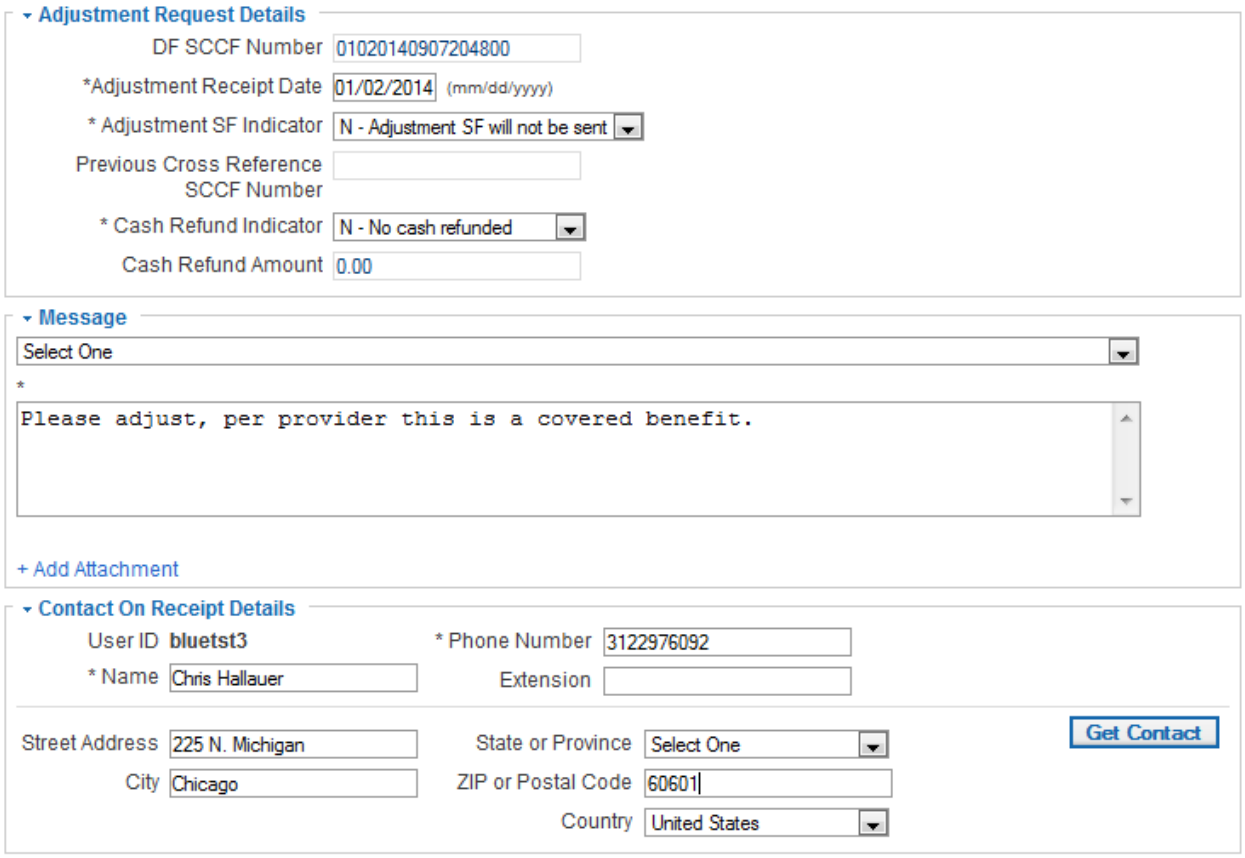
17. Business Scenario Examples

17.1 Void/Reissue: Host to Home

Scenario:

The Host Plan receives an Adjustment Request from its Customer Service unit on Jan. 2, 2014. The provider called to have a claim adjusted that originally denied at the Home Plan for a non-covered benefit.

The Host Plan creates an Adjustment Request Message with the Adjustment Receipt Date populated with Jan. 2, 2014, the day the inquiry was received.



The Adjustment Request Message is sent to the Home Plan.

Upon receipt of the Adjustment Request Message the Home Plan sends a denial Adjustment Response Message back to the Host Plan advising that the claim processed correctly.

Adjustment Response

Adjustment Receipt Date: 01/02/2014 (mm/dd/yyyy)
Cash Refund Indicator: N - No cash refunded
Adjustment SF Indicator: N - Adjustment SF will not be sent
Cash Refund Amount: 0.00
Cross Reference SCCF Number:
* Action Code: 300 - Adjustment Denied
Select One
*
Denied. Per contract benefits, this is correct.

Contact On Receipt Details

User ID: bluetst3
* Phone Number: 3122976092
* Name: Chris Hallauer
Extension:
Get Contact
Street Address: 225 N. Michigan
State or Province: Illinois
City: Chicago
ZIP or Postal Code: 60601
Country: United States

SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907204800	SF	V	--	Closed	--	12/31/2009	IO	JAJ12345	--	--	E_89353C
01020140907204800	DF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	ADJUSTREQ	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	--	E_89353C
01020140907204800	ADJUSTRESP	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	300	E_89353C
01020140907204800	RF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C

On Feb. 1, 2014, the Host Plan receives a follow-up inquiry from the provider asking the status of the original Adjustment Request.

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The Host Plan creates another Adjustment Request Message, with the Adjustment Receipt Date of Feb. 1, 2014, the date of the subsequent Adjustment Request from the provider.

Adjustment Request Details

DF SCCF Number: 01020140907204800
*Adjustment Receipt Date: 02/01/2014 (mm/dd/yyyy)
* Adjustment SF Indicator: N - Adjustment SF will not be sent
Previous Cross Reference SCCF Number:
* Cash Refund Indicator: N - No cash refunded
Cash Refund Amount: 0.00

Message

Select One
*
Please adjust, provider still states there is bemnefit for this service per discussion with your Plan on November 3. Thanks

+ Add Attachment

Contact On Receipt Details

User ID bluetst3
* Phone Number: 3122976092
* Name: Chris Hallauer
Extension:
Get Contact
Street Address: 225 N. Michigan
State or Province: Illinois
City: Chicago
ZIP or Postal Code: 60601
Country: United States

The Adjustment Request Message is then sent to the Home Plan.

SCCF History Search Results

Showing 1-6 of 6 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907204800	SF	V	--	Closed	--	12/31/2009	IO	JAJ12345	--	--	E_89353C
01020140907204800	DF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	ADJUSTREQ	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	--	E_89353C
01020140907204800	ADJUSTRESP	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	300	E_89353C
01020140907204800	ADJUSTREQ	--	--	Open	PRSD	06/05/2014	IO	JAJ12345	247	--	E_89353C
01020140907204800	RF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C

Upon further review, the Home Plan approves the second Adjustment Request Message.

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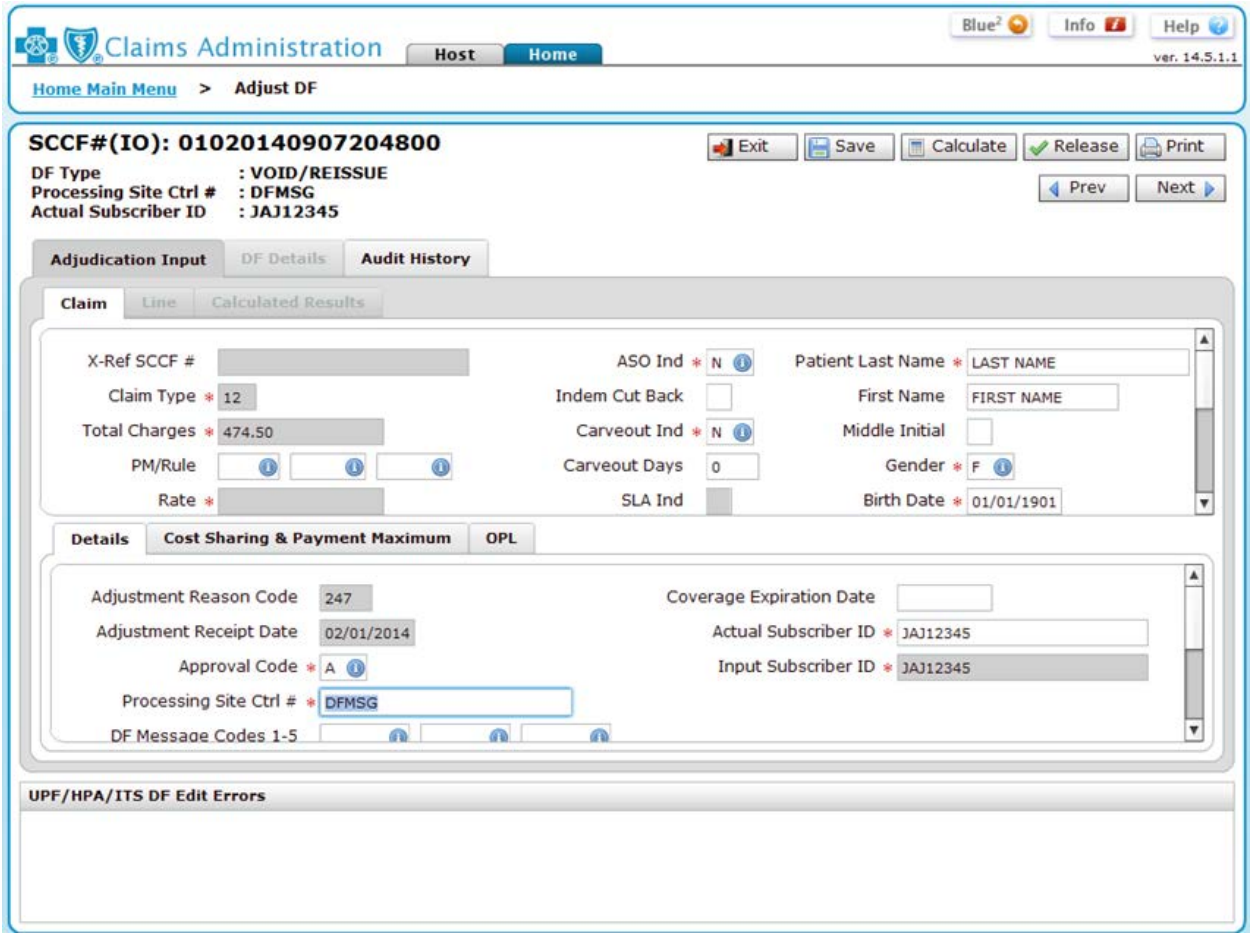
The reissue DF is built using the SCCF serial number of the DF being adjusted, with the suffix incremented by 1. The Adjustment Receipt Date of Feb. 1, 2014, is mapped from the second Adjustment Request Message to the reissue DF.



The Home Plan sends the void and reissue DFs to the Host Plan. An Adjustment Response Message with approval is not sent since the void/reissue will close the Adjustment Request Message.

SCCF History Search Results

Showing 1-8 of 8 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907204800	SF	V	--	Closed	--	12/31/2009	IO	JAJ12345	--	--	E_89353C
01020140907204800	DF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	DF	V	4	Open	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	ADJUSTREQ	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	--	E_89353C
01020140907204800	ADJUSTRESP	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	300	E_89353C
01020140907204800	ADJUSTREQ	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	--	E_89353C
01020140907204800	RF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204801	DF	V	1	Open	--	06/05/2014	IO	JAJ12345	--	--	E_89353C

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The Host Plan returns void and reissue RFs to the CFA or Home Plan.

SCCF History Search Results

Showing 1-10 of 10 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907204800	SF	V	--	Closed	--	12/31/2009	IO	JAJ12345	--	--	E_89353C
01020140907204800	DF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	DF	V	4	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	ADJUSTREQ	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	--	E_89353C
01020140907204800	ADJUSTRESP	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	300	E_89353C
01020140907204800	ADJUSTREQ	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	--	E_89353C
01020140907204800	RF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	RF	V	4	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204801	DF	V	1	Closed	--	06/05/2014	IO	JAJ12345	--	--	E_89353C
01020140907204801	RF	V	1	Closed	--	06/05/2014	IO	JAJ12345	--	--	E_89353C

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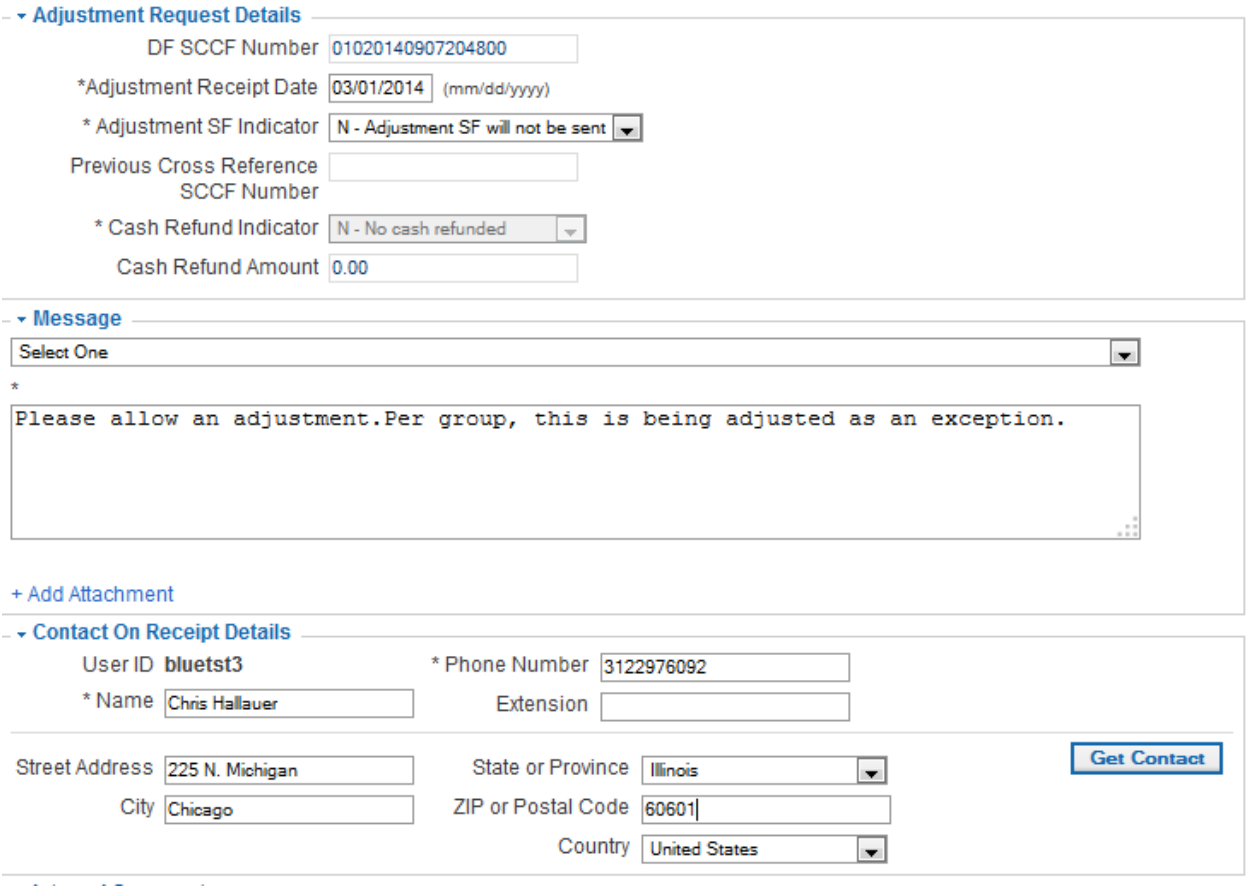
17.2 Void/Reissue Home to Host

Scenario:

The Home Plan receives a request to adjust a claim from a National Account group representative on March 1, 2014. The claim originally was denied for being a non-covered benefit. The group has given special approval to adjust the claim.

The Home Plan cannot Streamline Adjust the claim since there is a U956 or U600 series SF Message Code on the SF, so an Adjustment Request Message is created.



The Adjustment Request Message is sent to the Host Plan.

The Host Plan receives the Adjustment Request Message and creates an Adjustment Response Message that is approved.

Adjustment Response

Adjustment Receipt Date 03/01/2014 (mm/dd/yyyy)
* Cash Refund Indicator N - No cash refunded
* Adjustment SF Indicator N - Adjustment SF will not be sent
Cash Refund Amount 0.00
* Action Code 200 - Adjustment Approved
Select One
*
Ok to adjust. thanks

Contact On Receipt Details

User ID **bluetst3**
* Phone Number 3122976092
* Name Chris Hallauer
Extension
Get Contact
Street Address 225 N. Michigan
State or Province Illinois
City Chicago
ZIP or Postal Code 60601
Country United States

The Adjustment Response Message is sent to the Home Plan.

SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907204800	SF	V	--	Closed	--	12/31/2009	IO	JAJ12345	--	--	E_89353C
01020140907204800	DF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	ADJUSTREQ	--	--	Open	PRSD	06/05/2014	IO	JAJ12345	247	--	E_89353C
01020140907204800	ADJUSTRESP	--	--	Open	PRSD	06/05/2014	IO	JAJ12345	247	200	E_89353C
01020140907204800	RF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C

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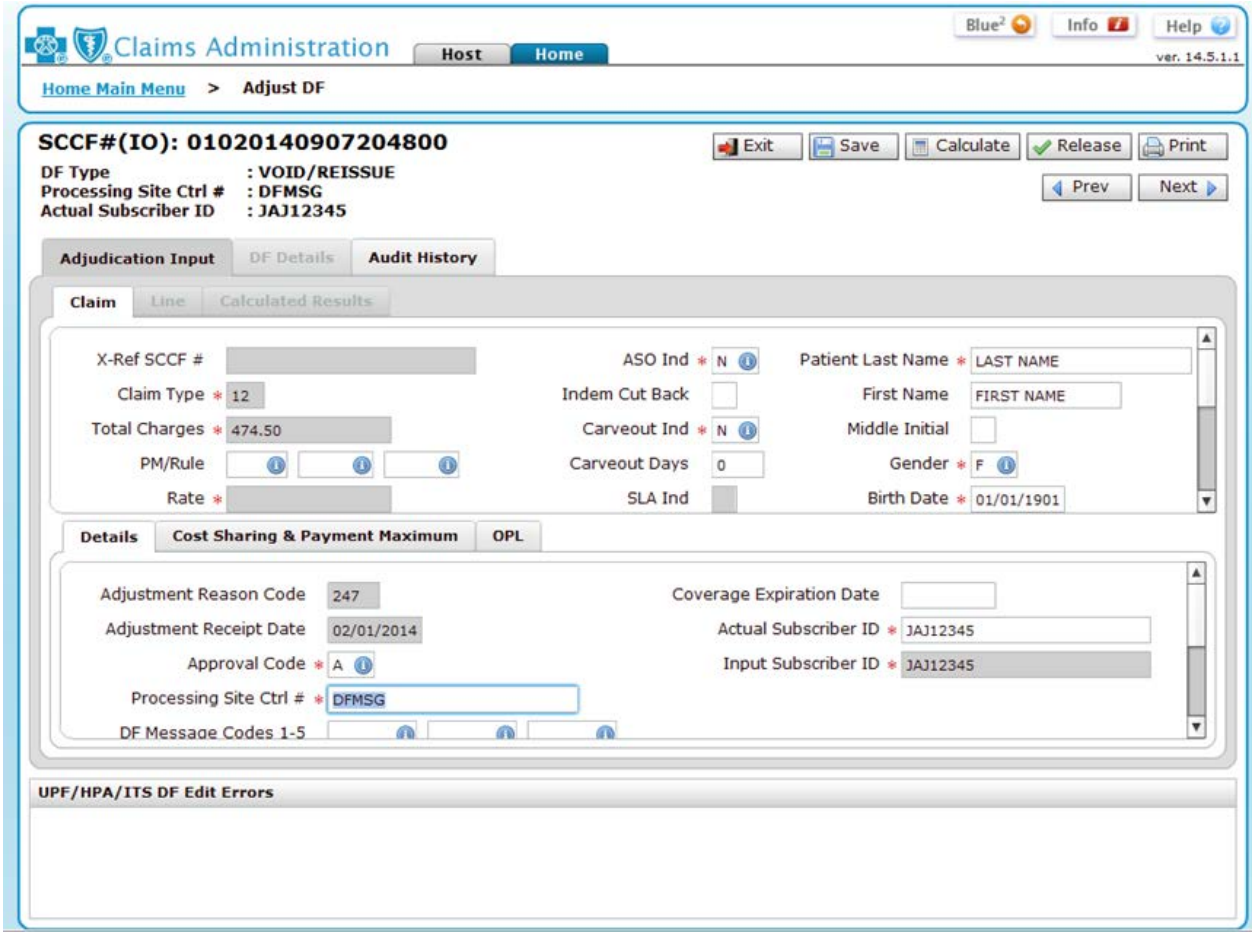
The Home Plan receives the Adjustment Response Message from the Host Plan and creates the Adjustment DF (Void/Reissue). The reissue DF is built using the SCCF serial number of the DF being adjusted, with the suffix incremented by 1.



The Home Plan sends the void and reissue DFs to the Host Plan.

SCCF History Search Results

Showing 1-7 of 7 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907204800	SF	V	--	Closed	--	12/31/2009	IO	JAJ12345	--	--	E_89353C
01020140907204800	DF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	DF	V	4	Open	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	ADJUSTREQ	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	--	E_89353C
01020140907204800	ADJUSTRESP	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	200	E_89353C
01020140907204800	RF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204801	DF	V	1	Open	--	06/05/2014	IO	JAJ12345	--	--	E_89353C

The Host Plan returns void and reissue RFs to the CFA or Home Plan.

SCCF History Search Results

Showing 1-9 of 9 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907204800	SF	V	--	Closed	--	12/31/2009	IO	JAJ12345	--	--	E_89353C
01020140907204800	DF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	DF	V	4	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	ADJUSTREQ	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	--	E_89353C
01020140907204800	ADJUSTRESP	--	--	Closed	PRSD	06/05/2014	IO	JAJ12345	247	200	E_89353C
01020140907204800	RF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204800	RF	V	4	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353C
01020140907204801	DF	V	1	Closed	--	06/05/2014	IO	JAJ12345	--	--	E_89353C
01020140907204801	RF	V	1	Closed	--	06/05/2014	IO	JAJ12345	--	--	E_89353C

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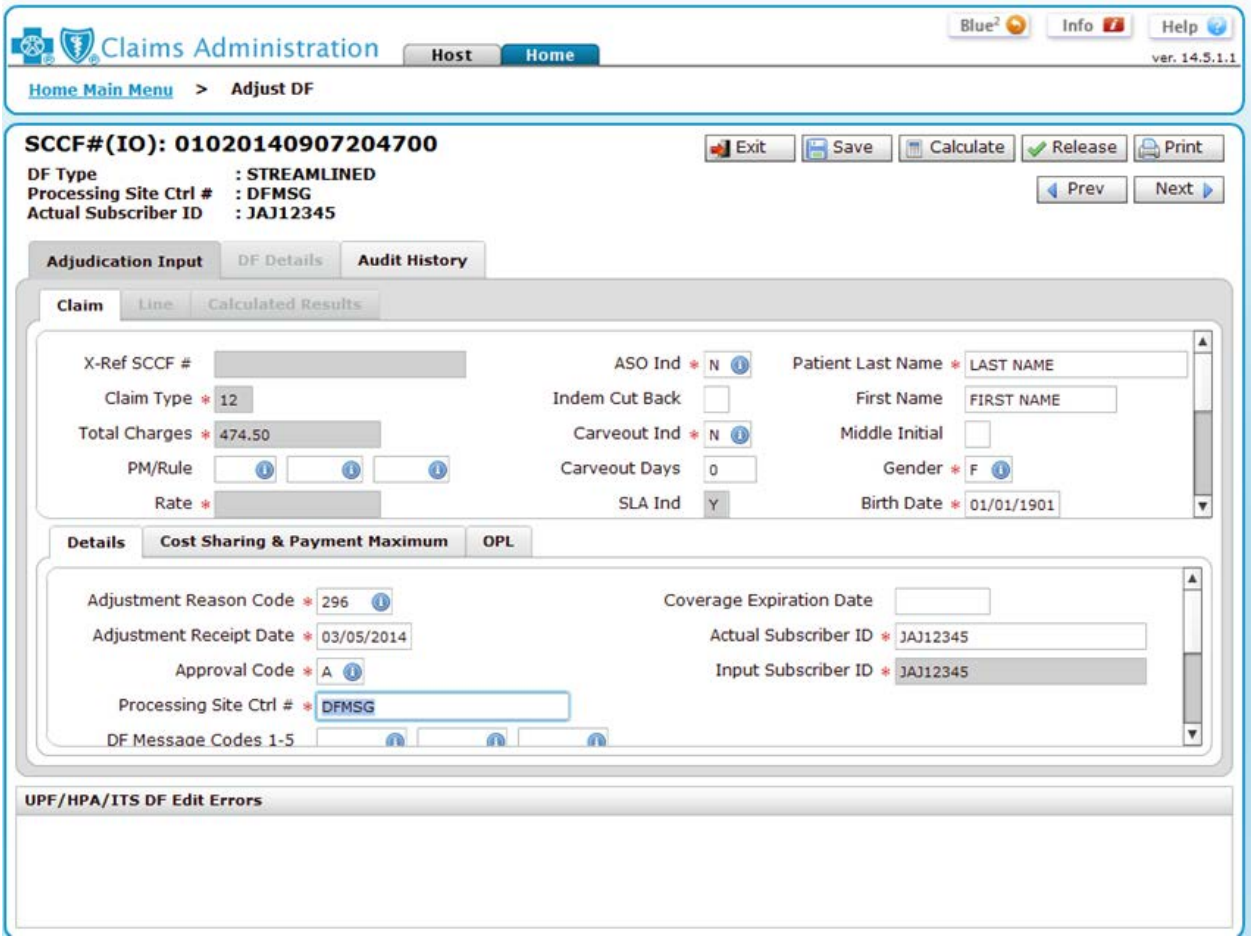
17.3 Streamlined Adjustment

The Home Plan receives a request to adjust a claim from Membership and Billing on March 5, 2014. The claim originally was denied for retroactive termination. The group has reinstated the member and wants the claim adjusted to pay.

The Home Plan Streamline Adjusts the claim since it was originally denied and there is not a U956 or U600 series SF Message Code on the SF.



The reissue DF is built using the SCCF serial number of the DF being adjusted, with the suffix incremented by 1.

The Home Plan sends the void and reissue DFs to the Host Plan.

SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan Ctrl #
01020140907204700	SF	V	--	Closed	--	12/31/2009	IO	JAJ12345	--	--	E_89353CLOSE (
01020140907204700	DF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353CLOSE (
01020140907204700	DF	V	4	Open	--	03/31/2014	IO	JAJ12345	--	--	E_89353CLOSE (
01020140907204700	RF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353CLOSE (
01020140907204701	DF	V	1	Open	--	06/05/2014	IO	JAJ12345	--	--	E_89353CLOSE (

The Host Plan returns void and reissue RFs to the CFA or Home Plan.

SCCF History Search Results

Showing 1-7 of 7 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan Ctrl #
01020140907204700	SF	V	--	Closed	--	12/31/2009	IO	JAJ12345	--	--	E_89353CLOSE (
01020140907204700	DF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353CLOSE (
01020140907204700	DF	V	4	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353CLOSE (
01020140907204700	RF	V	1	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353CLOSE (
01020140907204700	RF	V	4	Closed	--	03/31/2014	IO	JAJ12345	--	--	E_89353CLOSE (
01020140907204701	DF	V	1	Closed	--	06/05/2014	IO	JAJ12345	--	--	E_89353CLOSE (
01020140907204701	RF	V	1	Closed	--	06/05/2014	IO	JAJ12345	--	--	E_89353CLOSE (

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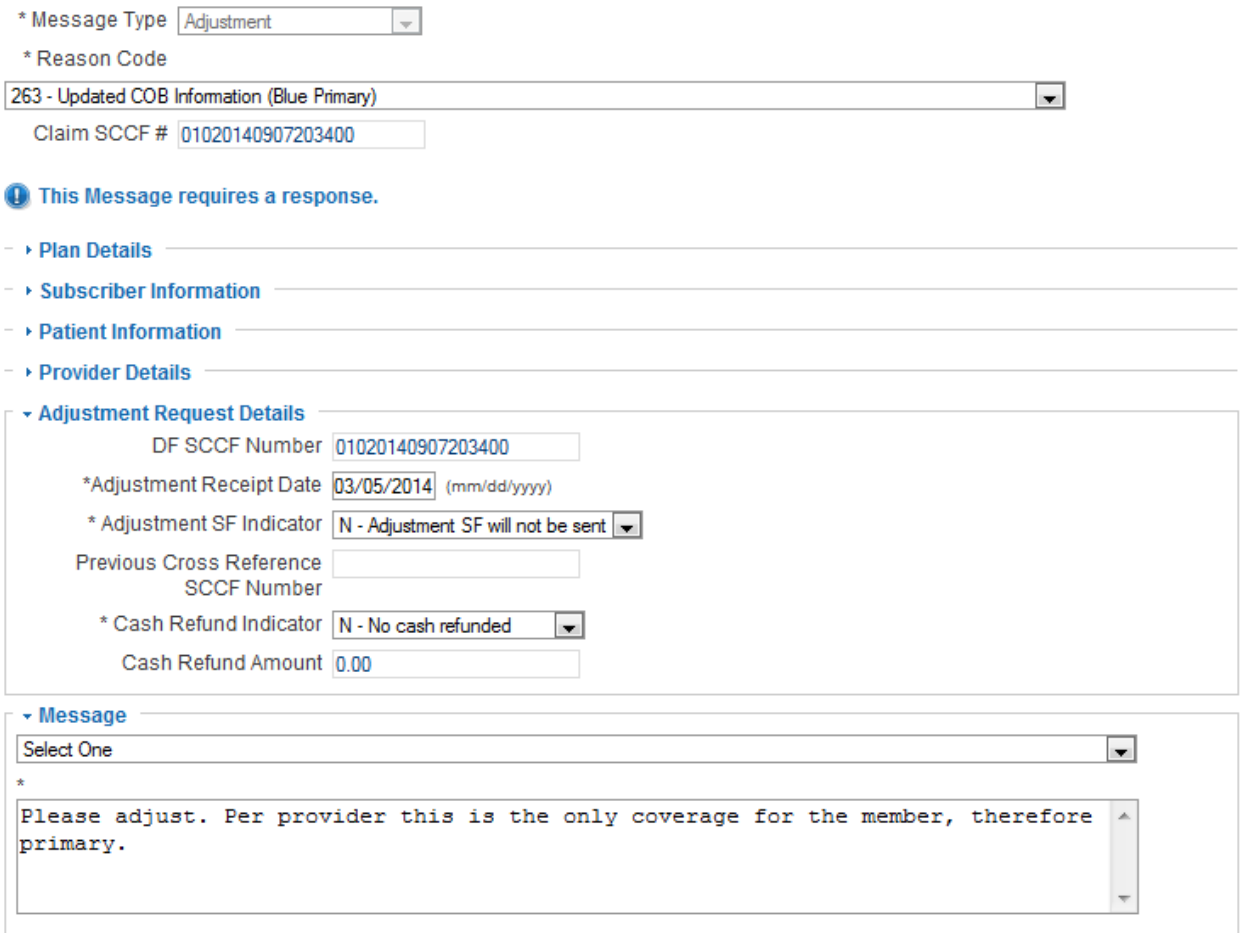
17.4 Void/Reissue Adjustment with Attachment – Host to Home

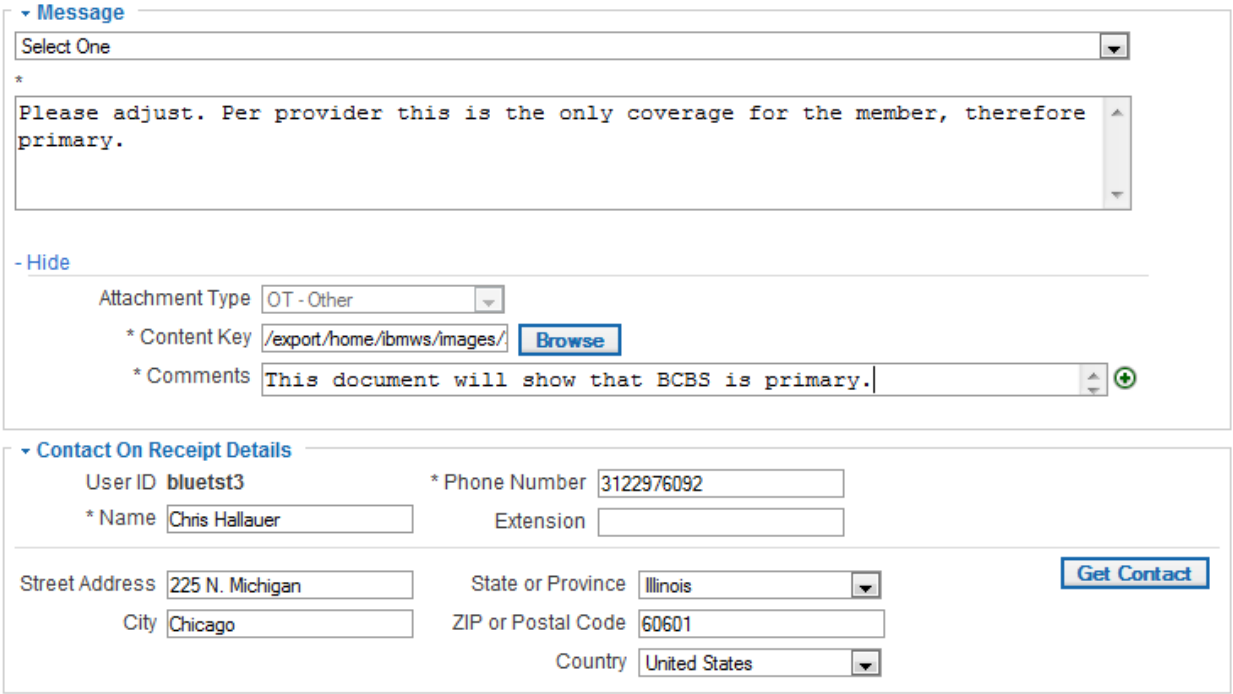
Scenario:

The Host Plan receives a request from the provider on March 5, 2014, to adjust a claim that originally denied for other insurance information. The provider also submitted documentation that this was the only coverage the patient had at the time of services.

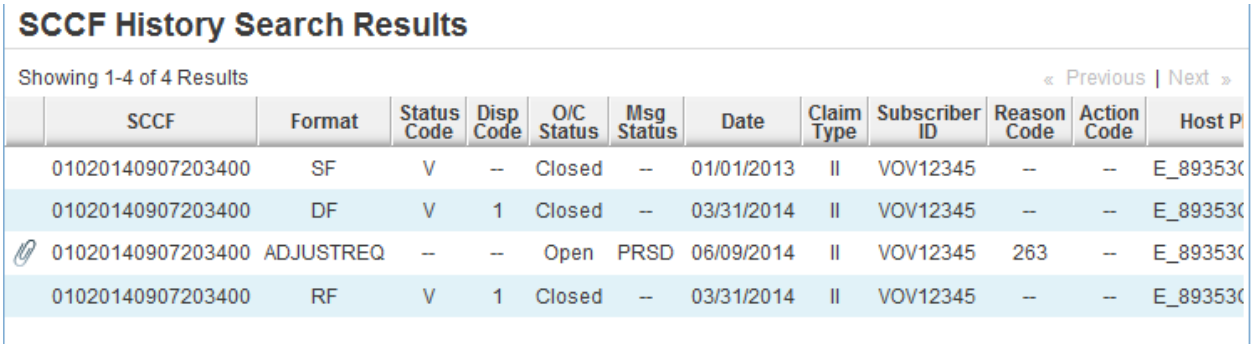
The Host Plan creates an Adjustment Request Message through Blue[2] from the DF Summary Tab or the Create New Message Tab with the appropriate Adjustment Reason Code (greater than 240) and includes in the message comment section the reason for the adjustment.



The Host Plan includes the attachment sent by the provider as the attachment type “Other” and provides comments about the document, asking the Home Plan to review.



The Adjustment Request Message with the attachment is sent to the Home Plan.



SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

	SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host P
	01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353(
	01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353(
	01020140907203400	ADJUSTREQ	--	--	Open	PRSD	06/09/2014	II	VOV12345	263	--	E_89353(
	01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353(

Upon receipt of the Adjustment Request Message, the Home Plan forwards the attachment to its OPL/Membership area for review. Upon review the Home Plan realizes it denied this claim in error.

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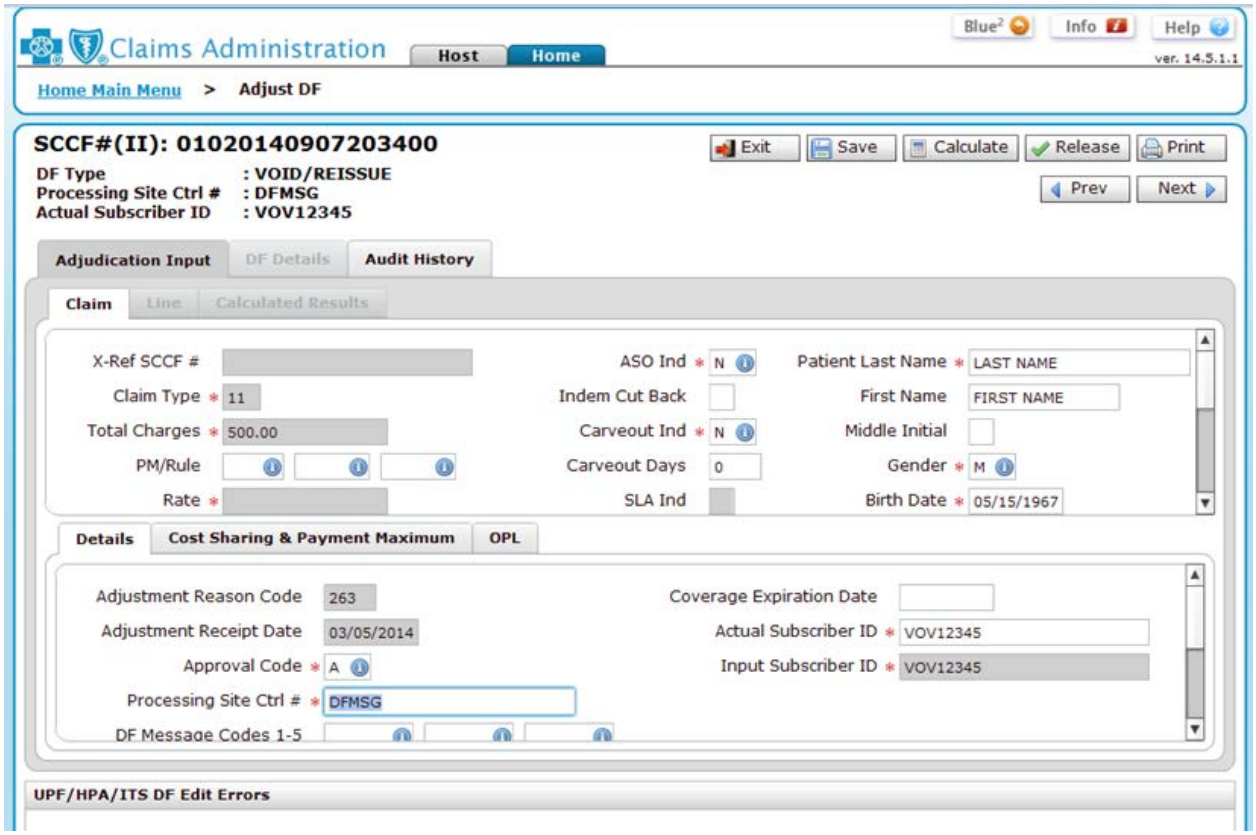
The Home Plan creates a void DF and reissues a DF that contains the new payment amount.



The Home Plan sends the void and reissue DFs to the Host Plan. The reissue DF is built using the SCCF serial number of the DF being adjusted, with the suffix incremented by 1.

SCCF History Search Results

Showing 1-6 of 6 Results « Previous | Next »

	SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host P
	01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353(
	01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353(
	01020140907203400	DF	V	4	Open	--	03/31/2014	II	VOV12345	--	--	E_89353(
	01020140907203400	ADJUSTREQ	--	--	Closed	PRSD	06/09/2014	II	VOV12345	263	--	E_89353(
	01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353(
	01020140907203401	DF	V	1	Open	--	06/09/2014	II	VOV12345	--	--	E_89353(

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The Host Plan returns void and reissue RFs to the CFA or Home Plan.

SCCF History Search Results

Showing 1-8 of 8 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host P
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353(
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353(
01020140907203400	DF	V	4	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353(
01020140907203400	ADJUSTREQ	--	--	Closed	PRSD	06/09/2014	II	VOV12345	263	--	E_89353(
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353(
01020140907203400	RF	V	4	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353(
01020140907203401	DF	V	1	Closed	--	06/09/2014	II	VOV12345	--	--	E_89353(
01020140907203401	RF	V	1	Closed	--	06/09/2014	II	VOV12345	--	--	E_89353(

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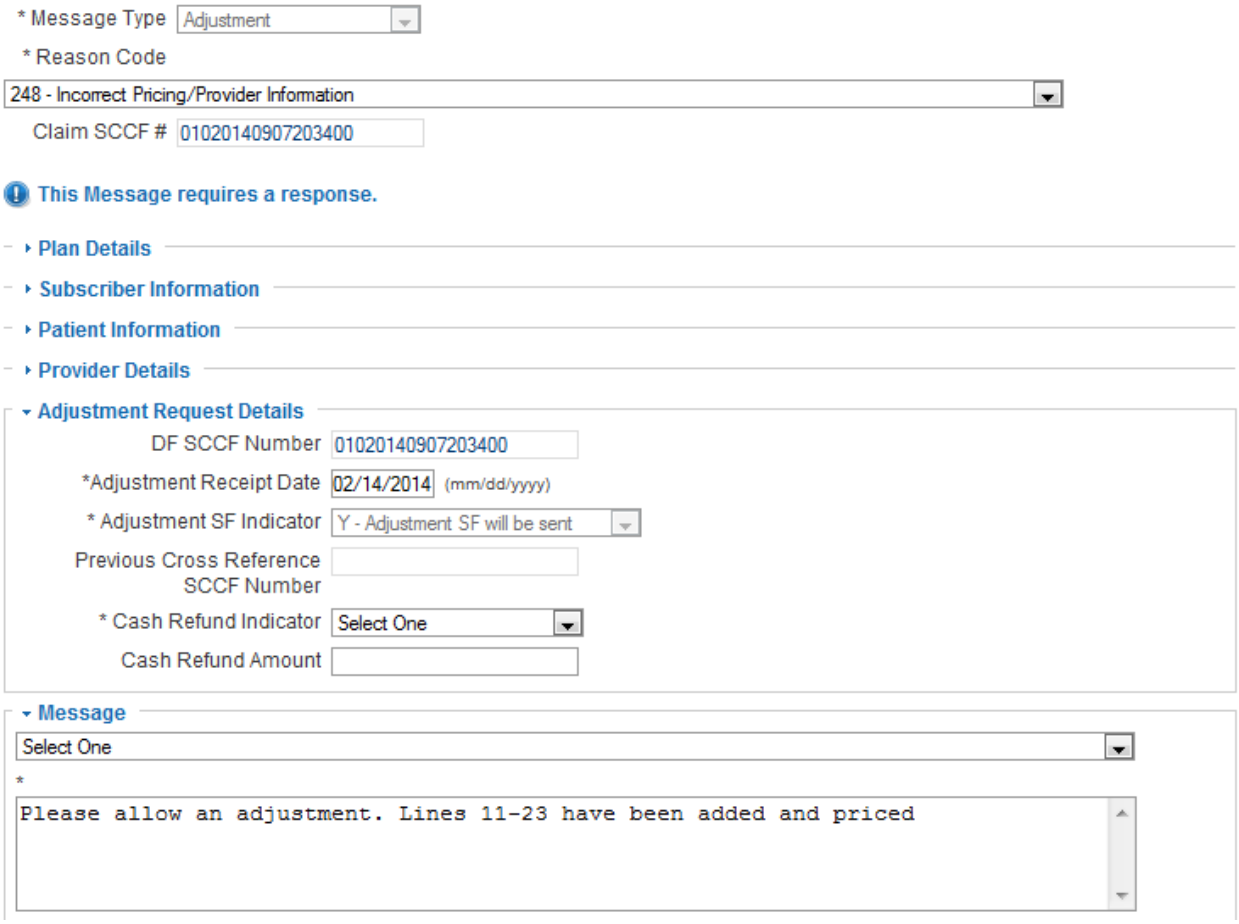
17.5 Void/Reissue with Adjustment SF – Transferring to Claims Administration

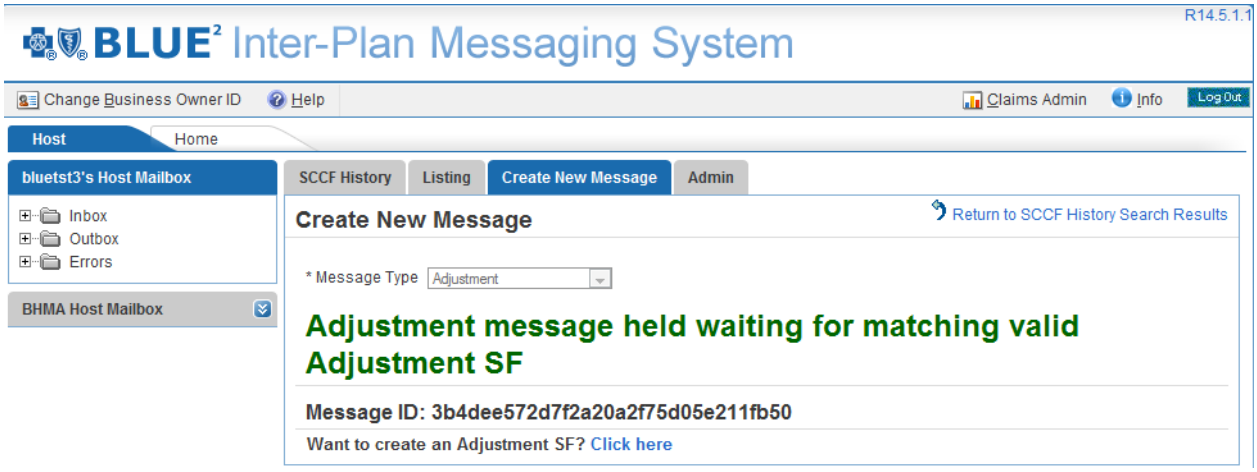
Scenario:

The Host Plan receives a corrected claim from the provider on Feb. 14, 2014, adding several additional charges to the original claim.

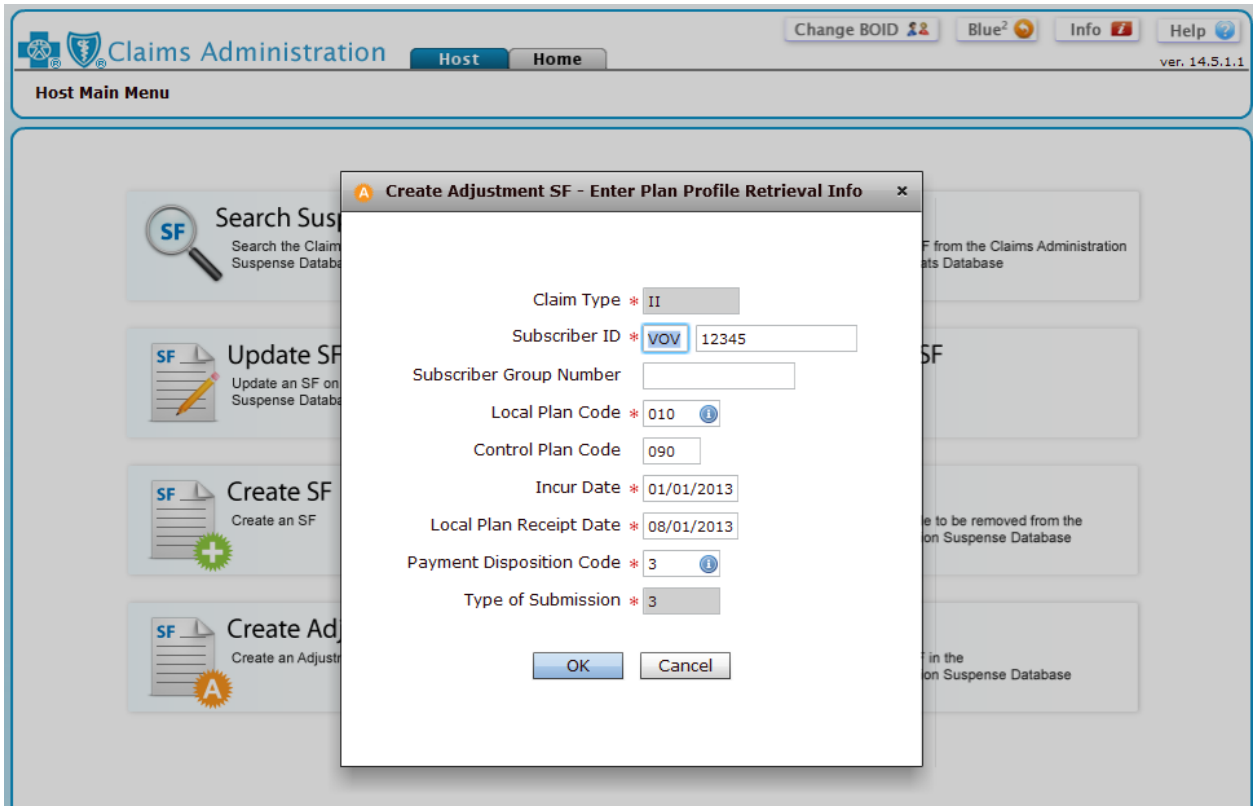
The Host Plan creates an Adjustment Request Message through Blue[2] from the DF Summary Tab or the Create New Message Tab with the appropriate Adjustment Reason Code (greater than 240). The Host Plan uses Adjustment Reason Code 248, and the Adjustment SF Indicator is automatically populated with Y.



Once the Adjustment Request Message is created and the “Send Message” button is selected, the user has the option of transferring to Claims Administration to create the Adjustment SF.



The user is then transferred to Claims Administration to create the Adjustment SF.



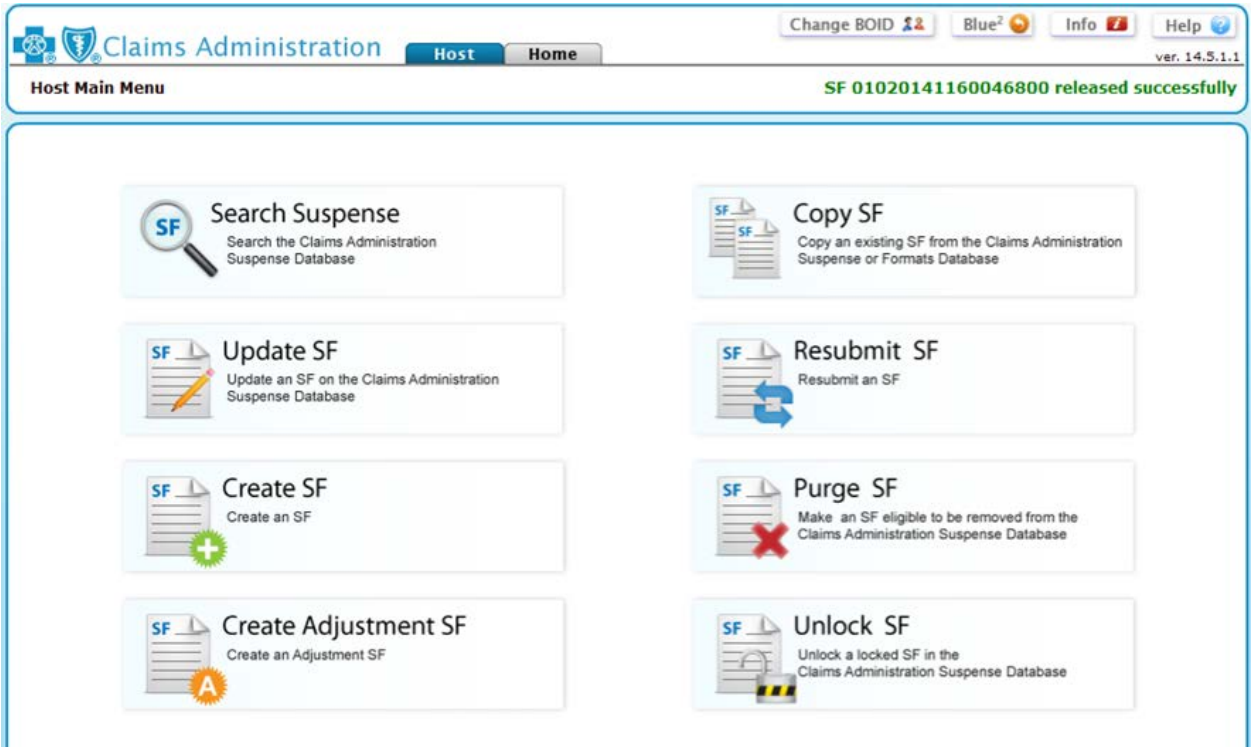
The Adjustment Request Message is now in Unknown/Mismatched status waiting for the Adjustment SF to be created.

SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pl
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	ADJUSTREQ	--	--	Unknown	MISM	06/09/2014	II	VOV12345	248	--	E_89353C
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

The Adjustment SF is created with additional lines and is successfully released.



Once the Adjustment SF is released, it will post to the Adjustment Request Message.

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The Adjustment Request Message is now in an OPEN/PRSD status on both the Host and Home Plan sides.

SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plar
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203400	ADJUSTREQ	--	--	Open	PRSD	06/09/2014	II	VOV12345	248	--	E_89353CL
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

The Adjustment SF is now populated in the Cross Reference SCCF Number field and can be viewed in Blue[2].

Adjustment Request

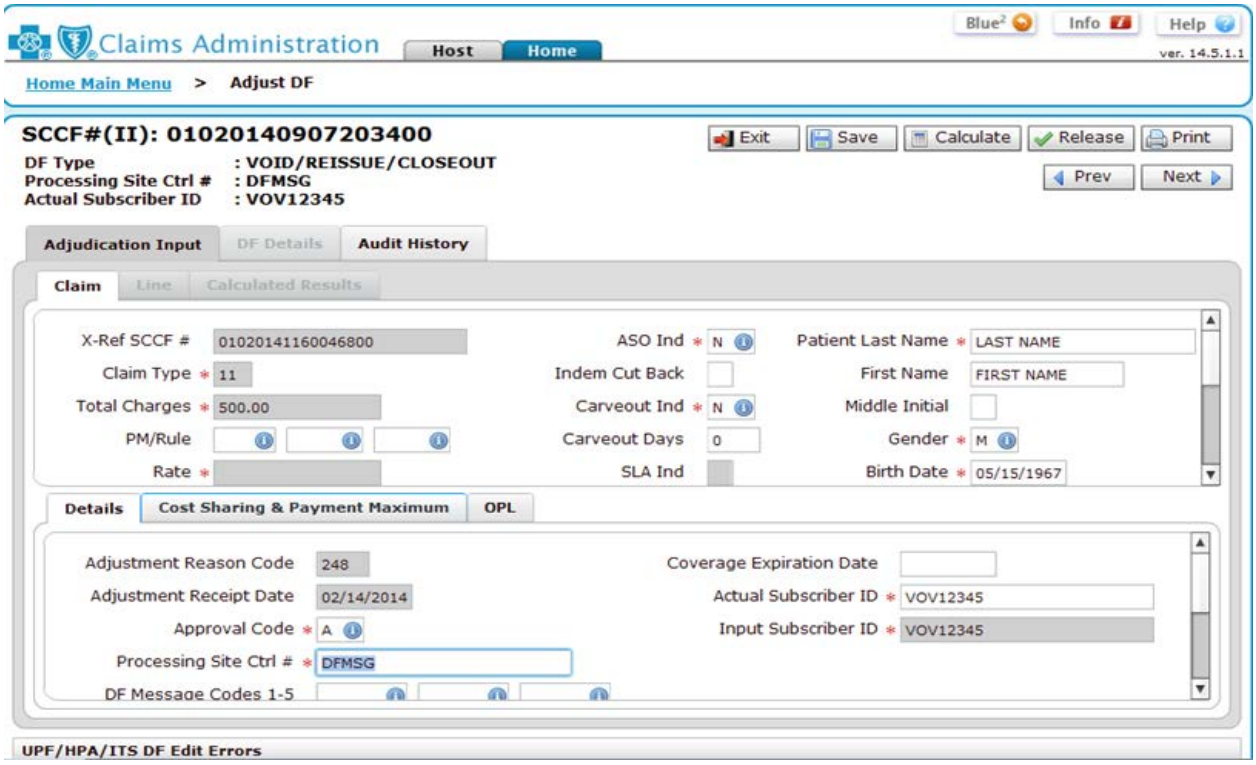
Adjustment Reason Code	248 - Incorrect Pricing/Provider Information
Adjustment Receipt Date	02/14/2014
Adjustment SF Indicator	Y
Cross Reference SCCF Number	01020141160046800
Previous Cross Reference SCCF Number	
Cash Refund Indicator	N
Cash Refund Amount	$0.00
Comments	Please allow an adjustment. Lines 11-23 have been added and priced
Open Close Indicator	Open
Message Status Code	Processed
Create Date	06/09/2014
Release Number	14.5

Upon receipt of the Adjustment Request Message, the Home Plan decides the adjustment can be approved and proceeds to create the Adjustment DF.

Adjustment Summary

Create Response Message | Request Cancellation | Create Adjustment DF

Once Create Adjustment DF is selected, the user is automatically transferred to Claims Adminstration, in this case the Void/Reissue/Closeout.



The Adjustment DFs are created and successfully released.

The reissue DF is built using the SCCF serial number of the DF being adjusted, with the suffix incremented by 1.

SCCF History Search Results

Showing 1-6 of 6 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203400	DF	V	4	Open	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203400	ADJUSTREQ	--	--	Closed	PRSD	06/09/2014	II	VOV12345	248	--	E_89353CL
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203401	DF	V	1	Open	--	06/09/2014	II	VOV12345	--	--	E_89353CL

The Home Plan sends the void and reissue DFs to the Host Plan. The Host Plan returns void and reissue RFs to the CFA or Home Plan.

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SCCF History Search Results

Showing 1-8 of 8 Results « Previous | Next »

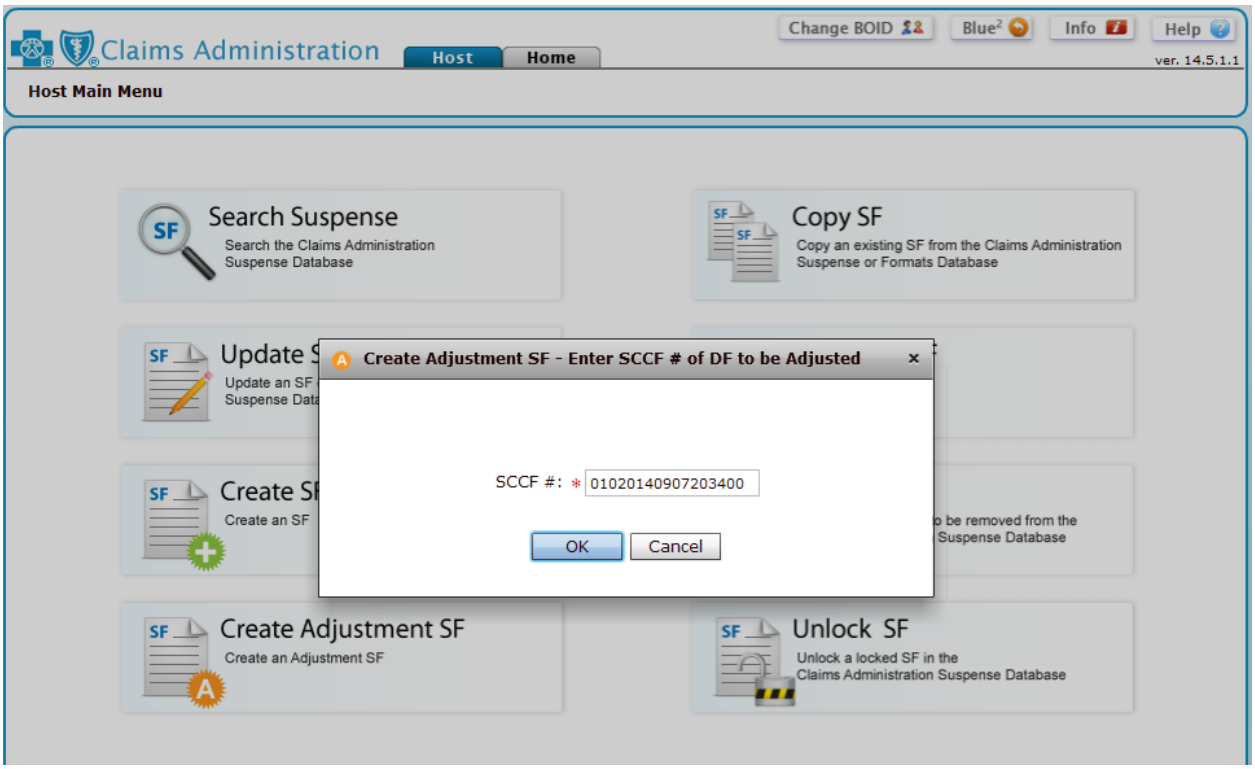
SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203400	DF	V	4	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203400	ADJUSTREQ	--	--	Closed	PRSD	06/09/2014	II	VOV12345	248	--	E_89353CL
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203400	RF	V	4	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203401	DF	V	1	Closed	--	06/09/2014	II	VOV12345	--	--	E_89353CL
01020140907203401	RF	V	1	Closed	--	06/09/2014	II	VOV12345	--	--	E_89353CL

17.6 Void/Reissue with Adjustment SF – Creating an Adjustment SF and then an Adjustment Request Message

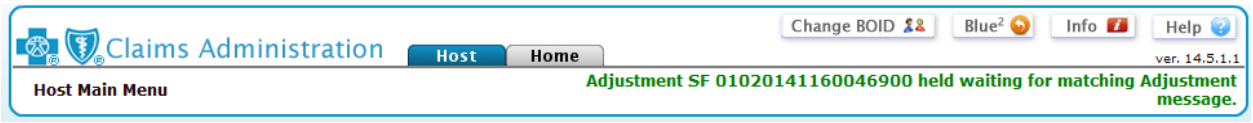
Scenario:

The Host Plan receives a corrected claim from the provider on Feb. 20, 2014, with several additional charges to the original claim.

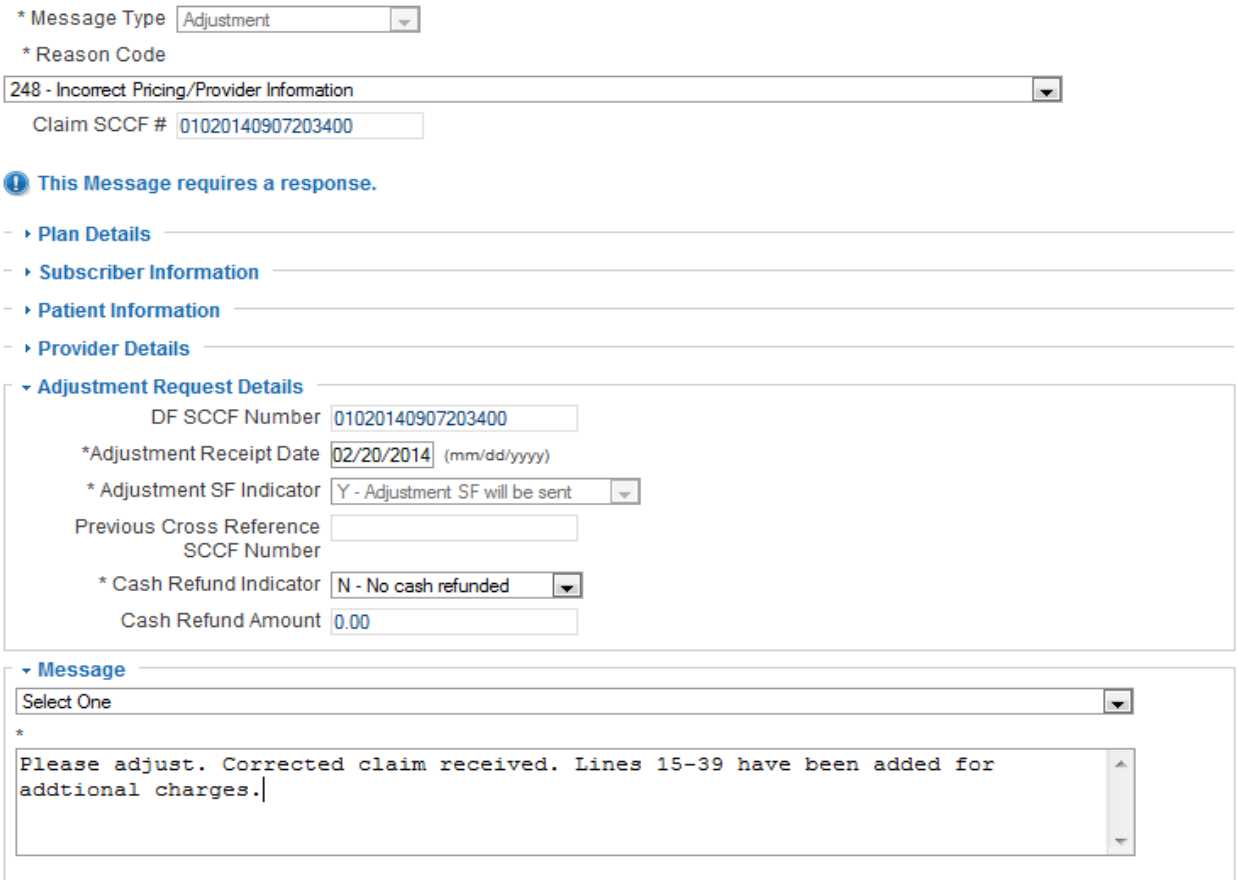
The Host Plan creates an Adjustment SF through Claims Administration.



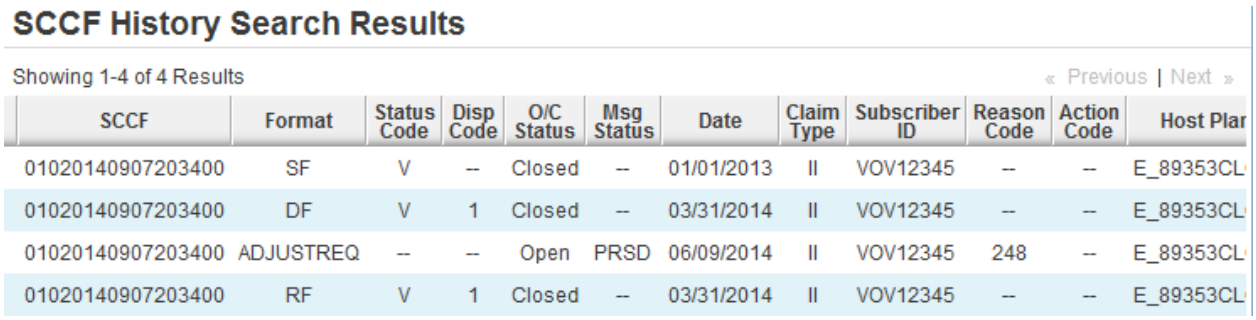
The Adjustment SF is created and held in the Suspense Database waiting for the Adjustment Request Message to be created.



The Host Plan creates an Adjustment Request Message through Blue² from the DF Summary Tab or the Create New Message Tab with the appropriate Adjustment Reason Code (greater than 240). The Host Plan uses Adjustment Reason Code 248, and the Adjustment SF Indicator is automatically populated with Y.



The Adjustment Request Message is sent and post in an OPEN/PRSD state on the Host Plan side.



SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plar
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203400	ADJUSTREQ	--	--	Open	PRSD	06/09/2014	II	VOV12345	248	--	E_89353CL
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

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The Adjustment SF is now populated in the Cross Reference SCCF Number field and can be selected to view in Blue[2].

Adjustment Request

Adjustment Reason Code	248 - Incorrect Pricing/Provider Information
Adjustment Receipt Date	02/20/2014
Adjustment SF Indicator	Y
Cross Reference SCCF Number	01020141160046900
Previous Cross Reference SCCF Number	
Cash Refund Indicator	N
Cash Refund Amount	$0.00
Comments	Please adjust. Corrected claim received. Lines 15-39 have been added for addtional charges.
Open Close Indicator	Open
Message Status Code	Processed
Create Date	06/09/2014
Release Number	14.5

The Home Plan receives the Adjustment Request Message from the Host Plan and upon review determines that this claim should remain denied, as it is not the Home Plan's member, which was indicated in the original denial.

The Home Plan selects the "Create Response Message" button.

Adjustment Summary

Create Response Message | Request Cancellation | Create Adjustment DF

Adjustment Summary

The Home Plan selects Action Code 300 and sends the denial to the Host Plan.

Adjustment Response

Adjustment Receipt Date	02/20/2014 (mm/dd/yyyy)	Cash Refund Indicator	N - No cash refunded
Adjustment SF Indicator	Y - Adjustment SF will be sent	Cash Refund Amount	0.00
Cross Reference SCCF Number	01020141160046900		
* Action Code	300 - Adjustment Denied		

Adjustment Response

Adjustment Receipt Date 02/20/2014 (mm/dd/yyyy)

Cash Refund Indicator N - No cash refunded

Adjustment SF Indicator Y - Adjustment SF will be sent

Cash Refund Amount 0.00

Cross Reference SCCF Number 01020141160046900

* Action Code 300 - Adjustment Denied

Select One

*

denied, this is not our member. The original denial stands.

The Adjustment Response Message with denial is sent back to the Host Plan, closing the Adjustment Request Message.

SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	ADJUSTREQ	--	--	Closed	PRSD	06/09/2014	II	VOV12345	248	--	E_89353C
01020140907203400	ADJUSTRESP	--	--	Closed	PRSD	06/09/2014	II	VOV12345	248	300	E_89353C
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

Along with the closing of the Adjustment Request Message, the Adjustment SF is closed as well.

SCCF History Search Results

Showing 1-1 of 1 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan Ctrl #
01020141160046900	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CLOSE C

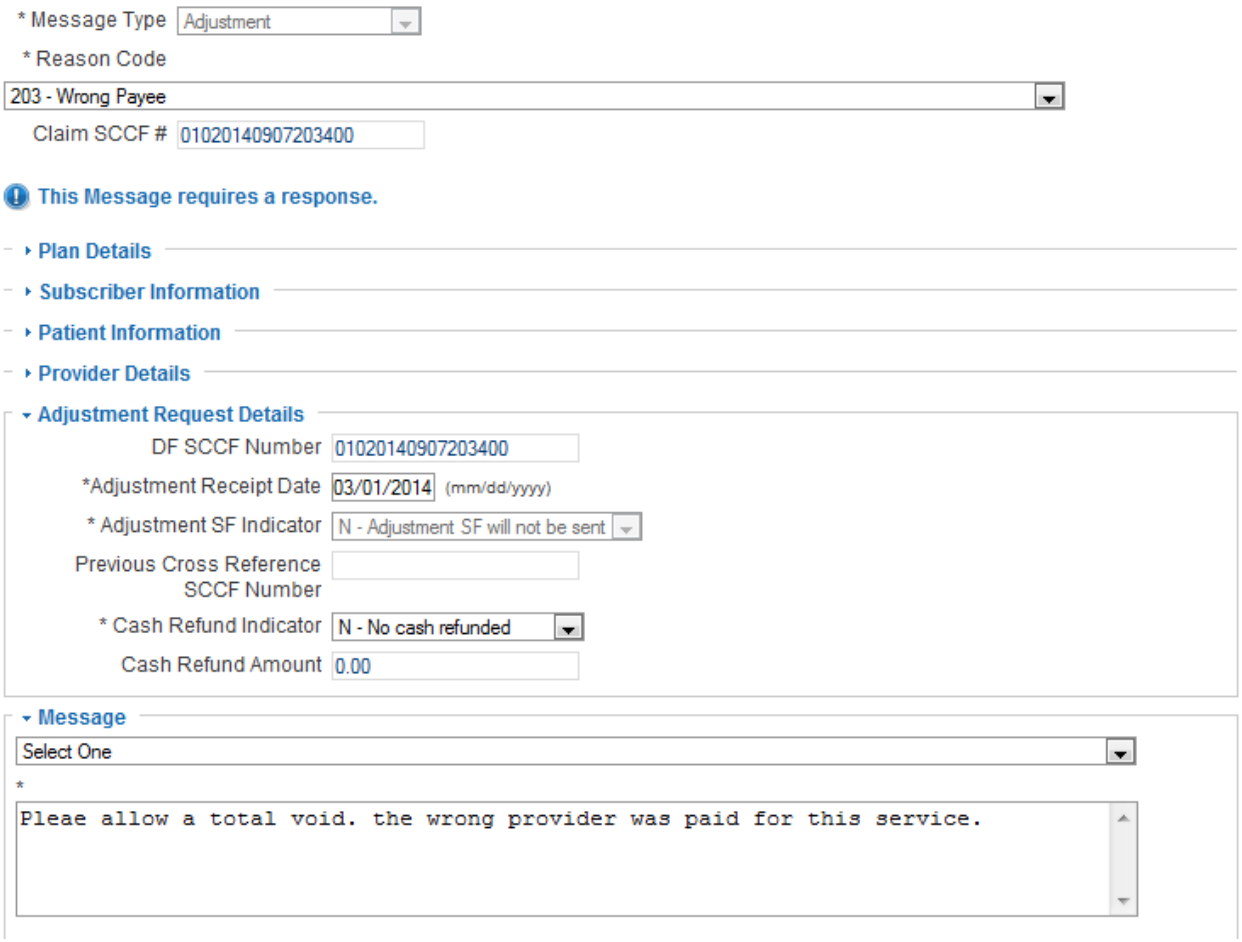
17.7 Total Void – Host to Home

On March 1, 2014, the Host Plan discovers a claim has been paid to the wrong provider in error.

The Host Plan creates an Adjustment Request Message through Blue[2] from the DF Summary Tab or the Create New Message Tab.

The Host Plan will select the most appropriate Adjustment Reason Code for the Void (less than 240) and include in the message comment section the reason for the total void request.

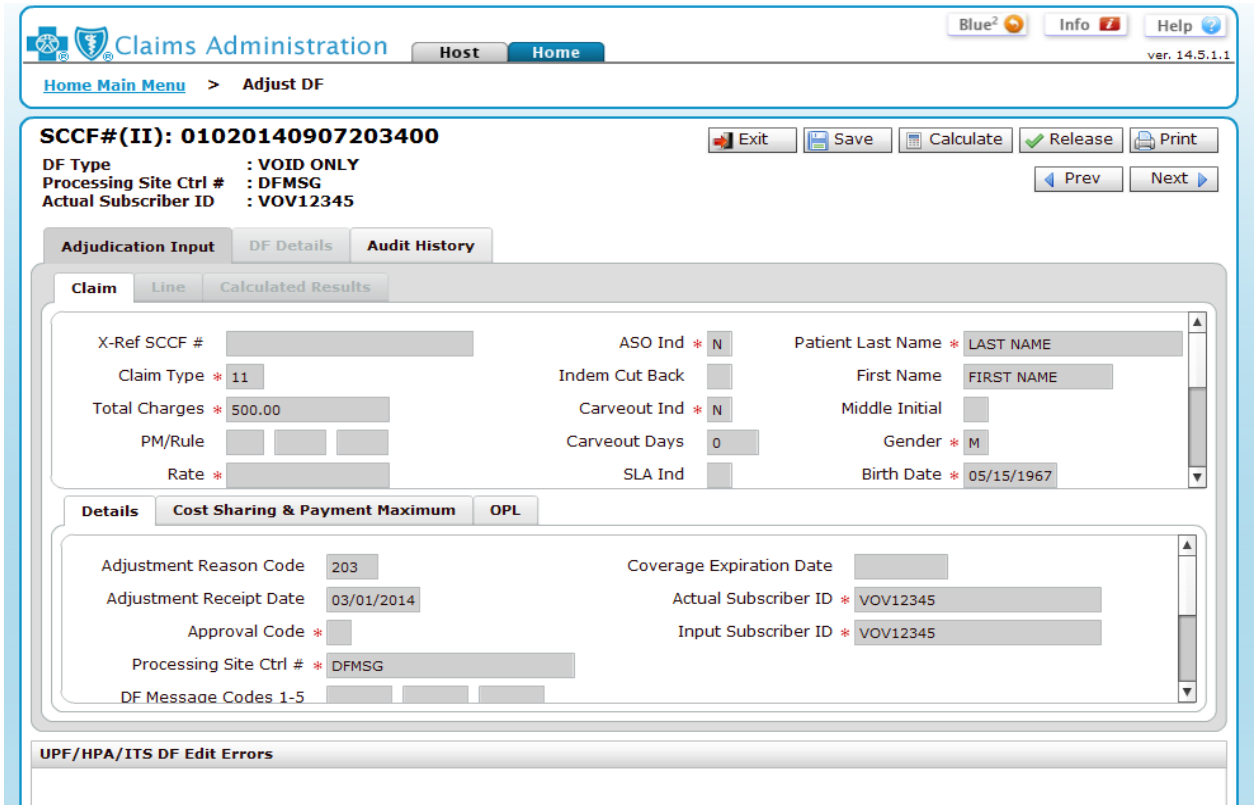
The Adjustment SF Indicator is automatically populated to N.



The Adjustment Request Message is then sent to the Home Plan for review and approval.

The Home Plan receives the Adjustment Request Message, and upon review determines the claim can be adjusted, The Home Plan selects the “Create Adjustment DF” button.

Once the button is selected, the Home Plan is then transferred to Claims Administration to create the Void.



The Void is successfully released from Claims Administration, creating the Void DF.

SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203400	DF	V	4	Open	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203400	ADJUSTREQ	--	--	Closed	PRSD	06/10/2014	II	VOV12345	203	--	E_89353CL
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

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The Void DF closes the Adjustment Request Message.

The Host Plan receives the Void DF and creates the Void RF to the CFA or Home Plan.

SCCF History Search Results

Showing 1-6 of 6 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plar
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203400	DF	V	4	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203400	ADJUSTREQ	--	--	Closed	PRSD	06/10/2014	II	VOV12345	203	--	E_89353CL
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203400	RF	V	4	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

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17.8 Total Void – Home and Host

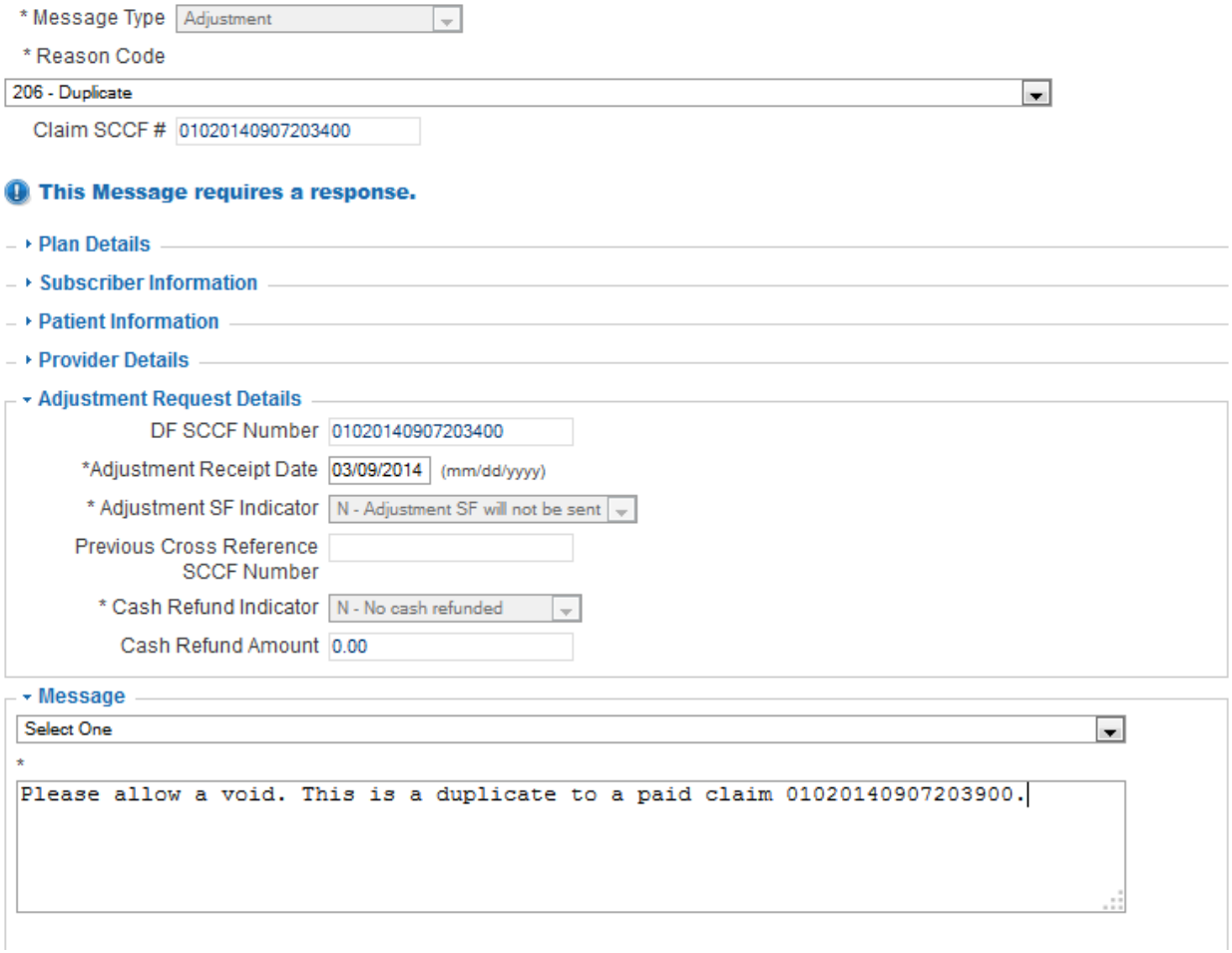
Scenario:

On March 9, 2014, the Home Plan discovers a claim has been paid twice in error.

The Home Plan creates an Adjustment Request Message through Blue[2] from the DF Summary Tab or the Create New Message Tab.

The Home Plan selects the most appropriate Adjustment Reason Code for the Void (less than 240) and includes in the message comment section the reason for the total Void request.

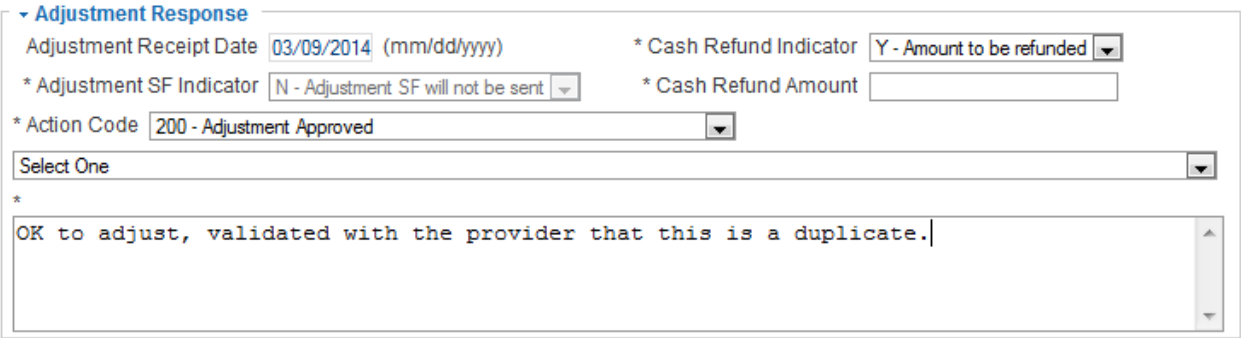
The Adjustment SF Indicator is automatically populated to N.



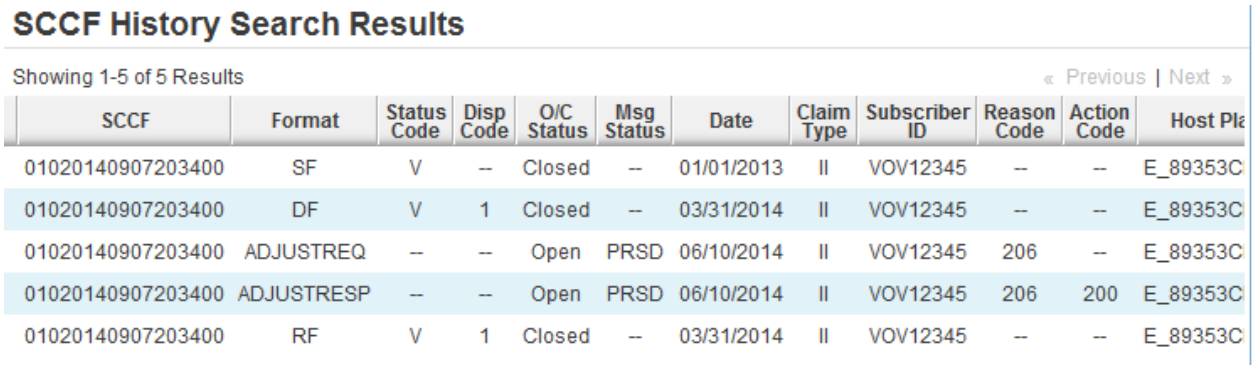
The Adjustment Request Message is sent to the Host Plan.

Once the Adjustment Request Message is received, the Host Plan validates with the provider that the claim was paid twice.

The Host Plan creates an Adjustment Response Message with an approval Action Code.



The Adjustment Response Message is sent back to the Home Plan so the Adjustment DF can be created.

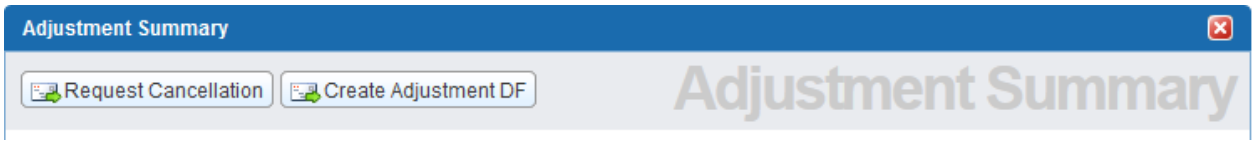


SCCF History Search Results

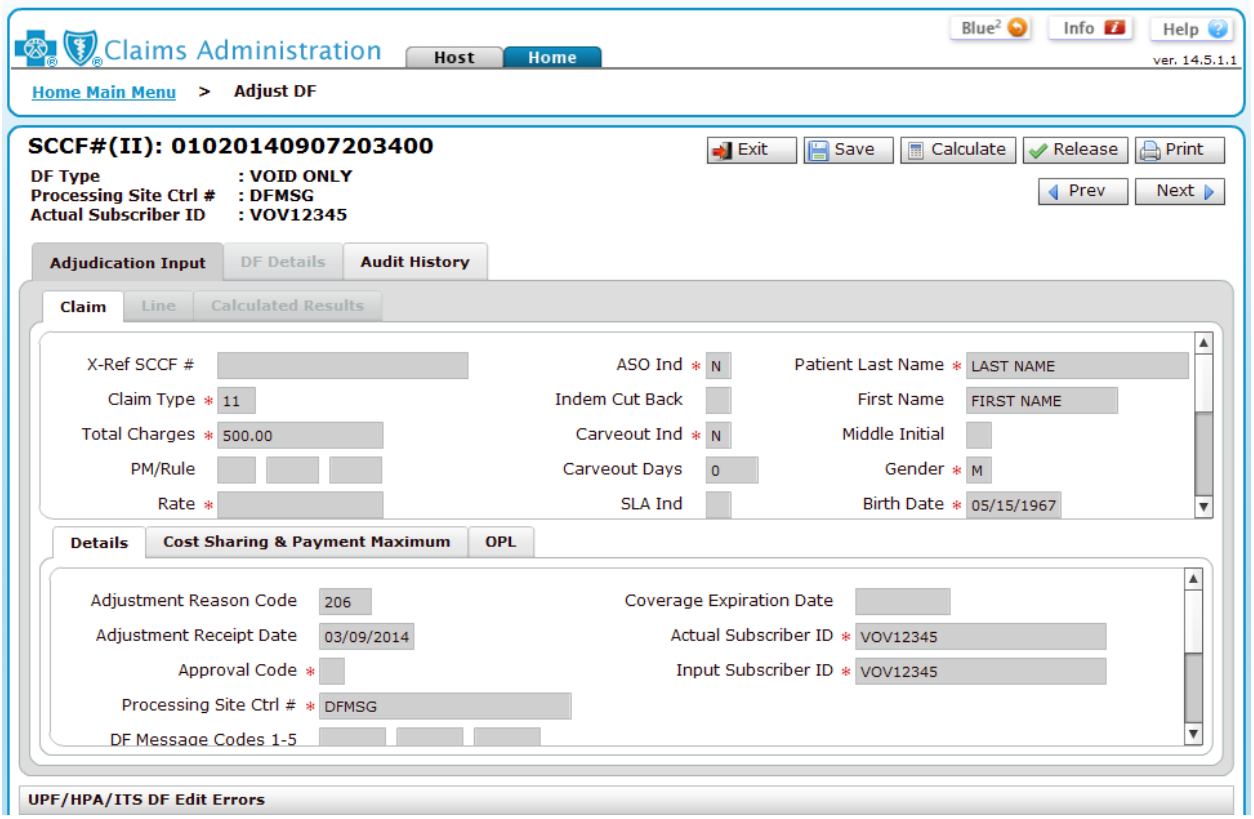
Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	ADJUSTREQ	--	--	Open	PRSD	06/10/2014	II	VOV12345	206	--	E_89353C
01020140907203400	ADJUSTRESP	--	--	Open	PRSD	06/10/2014	II	VOV12345	206	200	E_89353C
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

Once received, the Home Plan selects the “Create Adjustment DF” button to complete the Void DF.



The Home Plan is then transferred to Claims Administration.



The Void DF is created and sent to the Host Plan.

SCCF History Search Results

Showing 1-6 of 6 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	DF	V	4	Open	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	ADJUSTREQ	--	--	Closed	PRSD	06/10/2014	II	VOV12345	206	--	E_89353C
01020140907203400	ADJUSTRESP	--	--	Closed	PRSD	06/10/2014	II	VOV12345	206	200	E_89353C
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

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The Host Plan returns a void RF to the CFA or Home Plan.

SCCF History Search Results

Showing 1-7 of 7 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	DF	V	4	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	ADJUSTREQ	--	--	Closed	PRSD	06/10/2014	II	VOV12345	206	--	E_89353C
01020140907203400	ADJUSTRESP	--	--	Closed	PRSD	06/10/2014	II	VOV12345	206	200	E_89353C
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	RF	V	4	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

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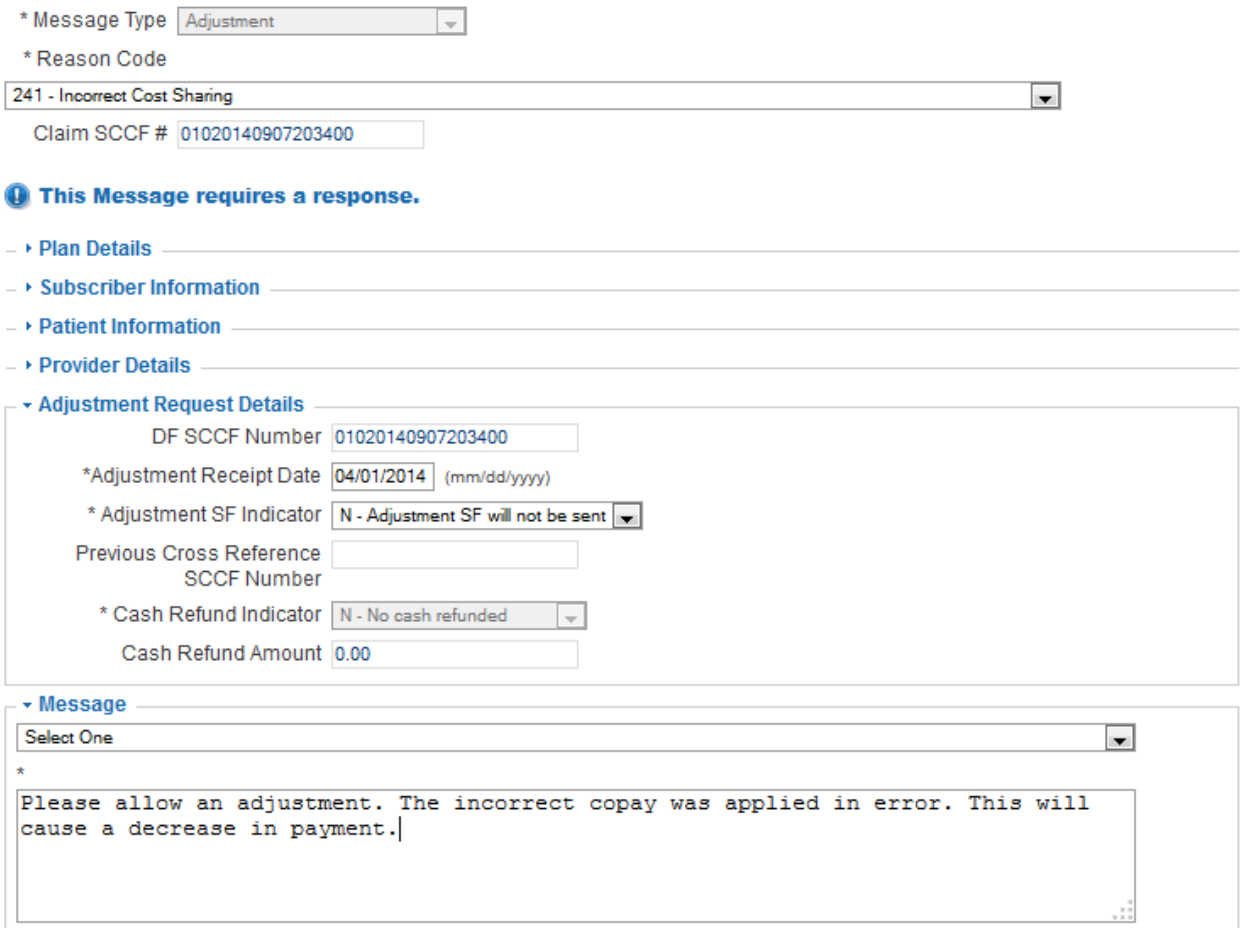
17.9 Creating an Adjustment SF on an Adjustment Response Message

Scenario:

On April 1, 2014, the Home Plan realizes that an incorrect copayment was applied to a member claim. Since this will cause a decrease in payment a Void/Reissue adjustment needs to be sent.

The Home Plan creates an Adjustment Request Message through Blue[2] from the DF Summary Tab or the Create New Message Tab with the appropriate Adjustment Reason Code (greater than 240).

The Adjustment SF Indicator is automatically populated to N.



The Adjustment Request Message is sent to the Host Plan for approval.

The Host Plan receives the Adjustment Request Message from the Home Plan. Upon review of the claim, it is determined that pricing was not correct on several lines. The adjustment to change the copay is approved.

The Host Plan also needs to submit corrected pricing on the claim. On the Adjustment Response Message, the Host Plan sets the Adjustment SF Indicator to Y so an Adjustment SF can be sent with the approval.

Adjustment Response

Adjustment Receipt Date 04/01/2014 (mm/dd/yyyy)

* Cash Refund Indicator N - No cash refunded

* Adjustment SF Indicator Y - Adjustment SF will be sent

Cash Refund Amount 0.00

* Action Code 200 - Adjustment Approved

Select One

*

This is approved. We do need to send an adjustment SF with adjusted pricing for several lines.

Once the Host Plan sends the Adjustment Response Message, it has the option to transfer to Claims Administration to create the Adjustment SF.

Create New Message

Return to SCCF History Search Results

Adjustment message held waiting for matching valid Adjustment SF

Message ID: 120511c35122bc17ccbc4ec36e70d500

Want to create an Adjustment SF? Click here

The Adjustment Response Message is in an Unknown/Mismatch status waiting for the Adjustment SF.

SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host I
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353
01020140907203400	ADJUSTREQ	--	--	Open	PRSD	06/10/2014	II	VOV12345	241	--	E_89353
01020140907203400	ADJUSTRESP	--	--	Unknown	MISM	06/10/2014	II	VOV12345	241	200	E_89353
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353

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The Host Plan then creates the Adjustment SF in Claims Administration. Note: The Adjustment Receipt Date used to create the Adjustment SF is the Adjustment Receipt Date from the Home Plan's Adjustment Request Message.

The Adjustment SF is successfully released from Claims Administration.

The Adjustment Response Message is now in an OPEN/PRSD state and is sent to the Home Plan.

SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	ADJUSTREQ	--	--	Open	PRSD	06/10/2014	II	VOV12345	241	--	E_89353C
01020140907203400	ADJUSTRESP	--	--	Open	PRSD	06/10/2014	II	VOV12345	241	200	E_89353C
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

The Adjustment SF is now populated to the Cross Reference SCCF Number field and is selectable.

Adjustment Response

Comments	This is approved. We do need to send an adjustment SF with adjusted pricing for several lines.
Action Code	200 - Adjustment Approved
Open Close Indicator	Open
Message Status Code	Processed
Create Date	06/10/2014
Message ID	94efdc781d04d29b20495c14fc403049
Release Number	14.5
Adjustment Receipt Date	04/01/2014
Adjustment SF Indicator	Y
Cross Reference SCCF Number	01020141160047000
Cash Refund Indicator	N
Cash Refund Amount	$0.00

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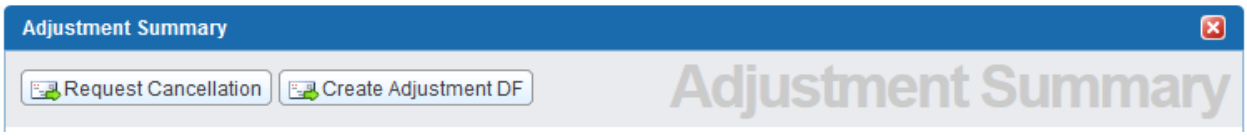
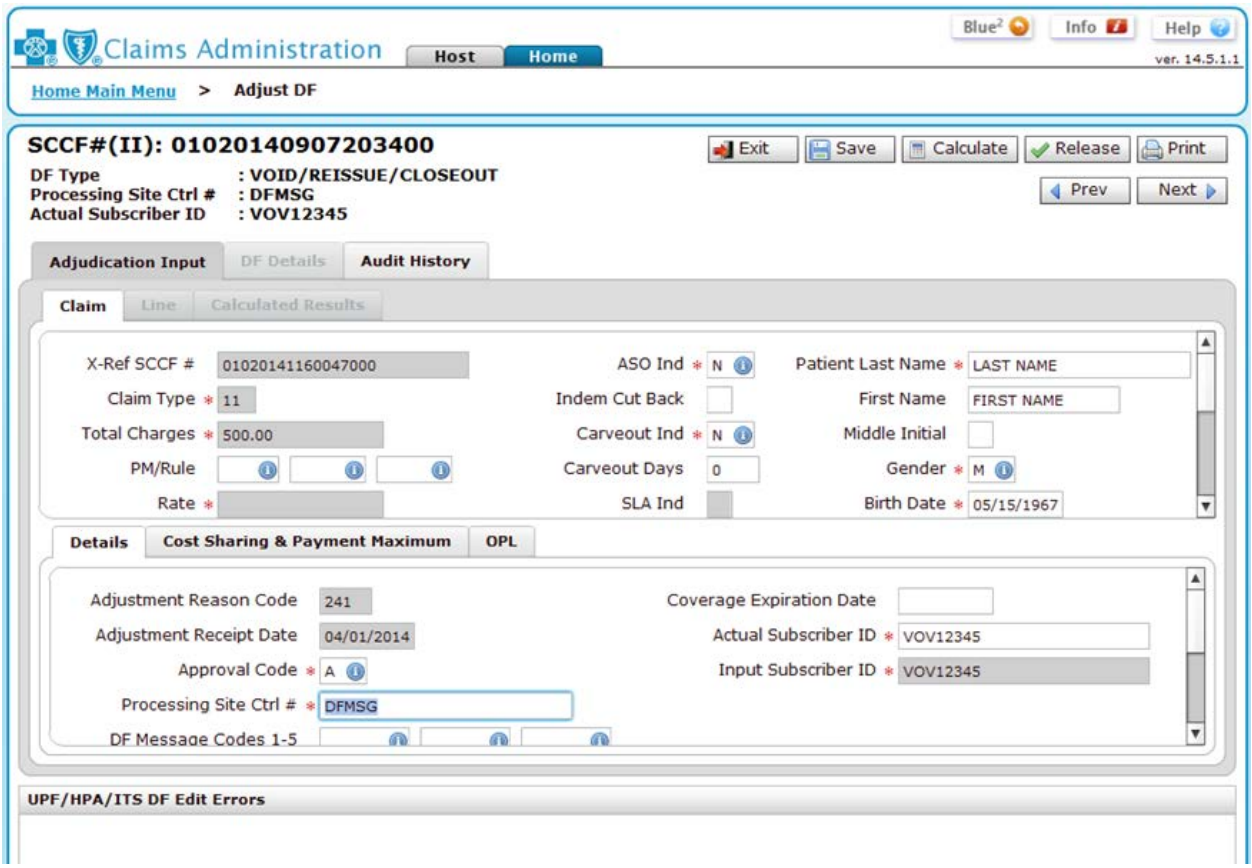
The Home Plan receives the Adjustment Response Message and selects the “Create Adjustment DF” button.



The Home Plan is transferred to Claims Administration to create the Adjustment DFs (in this instance Void/Reissue/Closeout DFs).



The Adjustment DF is created and released. The reissue DF is built using the SCCF serial number of the DF being adjusted, with the suffix incremented by 1.

SCCF History Search Results

Showing 1-7 of 7 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	DF	V	4	Open	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	ADJUSTREQ	--	--	Closed	PRSD	06/10/2014	II	VOV12345	241	--	E_89353C
01020140907203400	ADJUSTRESP	--	--	Closed	PRSD	06/10/2014	II	VOV12345	241	200	E_89353C
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203401	DF	V	1	Open	--	06/10/2014	II	VOV12345	--	--	E_89353C

The Host Plan returns void and reissue RFs to the CFA or Home Plan.

SCCF History Search Results

Showing 1-9 of 9 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907203400	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140907203400	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	DF	V	4	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	ADJUSTREQ	--	--	Closed	PRSD	06/10/2014	II	VOV12345	241	--	E_89353C
01020140907203400	ADJUSTRESP	--	--	Closed	PRSD	06/10/2014	II	VOV12345	241	200	E_89353C
01020140907203400	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203400	RF	V	4	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203401	DF	V	1	Closed	--	06/10/2014	II	VOV12345	--	--	E_89353C
01020140907203401	RF	V	1	Closed	--	06/10/2014	II	VOV12345	--	--	E_89353C

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17.10 Cancelling an Adjustment Request and Response Message – Home to Host

Scenario

The Home Plan has sent an Adjustment Request Message to the Host Plan. The member cost-sharing applied to the claim is incorrect and would reduce payment.

The Host Plan receives the Adjustment Request Message from the Home Plan and responds with an approved Adjustment Response Message.

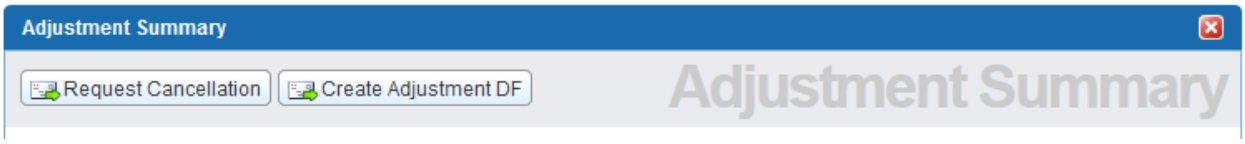
SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pla
01020140907203300	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140907203300	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203300	ADJUSTREQ	--	--	Open	PRSD	06/10/2014	II	VOV12345	241	--	E_89353C
01020140907203300	ADJUSTRESP	--	--	Open	PRSD	06/10/2014	II	VOV12345	241	200	E_89353C
01020140907203300	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

The Home Plan attempts to build the Adjustment DF but encounters a series of internal errors that require a system change and cannot create the adjustment.

The Home Plan selects the “Request Cancellation” button from the Adjustment Summary screen.



The Cancel Adjustment Message is initiated. The Home Plan populates the comments section indicating the local issues it is having along with a time frame for the fix and when a new Adjustment Request Message will be sent.

Message Type: Cancel Adjustment
Reason Code: 315 - Adjustment Cancellation
Claim SCCF #: 01020140907203300

Cancel Adjustment

* Cancel Comments: Please allow us to cancel this adjustment. We cannot create the DF at this time due to a system issue. The fix will be in place tonight and a new adjustment sent in three days.

Contact On Receipt Details

User ID: bluetst3
* Phone Number: 3122976092
* Name: Chris Hallauer
Extension:
Street Address: 225 N. Michigan
State or Province: Illinois
City: Chicago
ZIP or Postal Code: 60601
Country: United States

Get Contact

The Cancel Adjustment Message is completed and sent to the Host Plan for review.

SCCF History Search Results

Showing 1-6 of 6 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pl
01020140907203300	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140907203300	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203300	ADJUSTREQ	--	--	Open	PRSD	06/10/2014	II	VOV12345	241	--	E_89353C
01020140907203300	CNCLADJREQ	--	--	Open	PRSD	06/10/2014	II	VOV12345	315	--	E_89353C
01020140907203300	ADJUSTRESP	--	--	Open	PRSD	06/10/2014	II	VOV12345	241	200	E_89353C
01020140907203300	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

The Host Plan receives the Cancel Adjustment Message from the Home Plan and determines if it can be approved or denied.

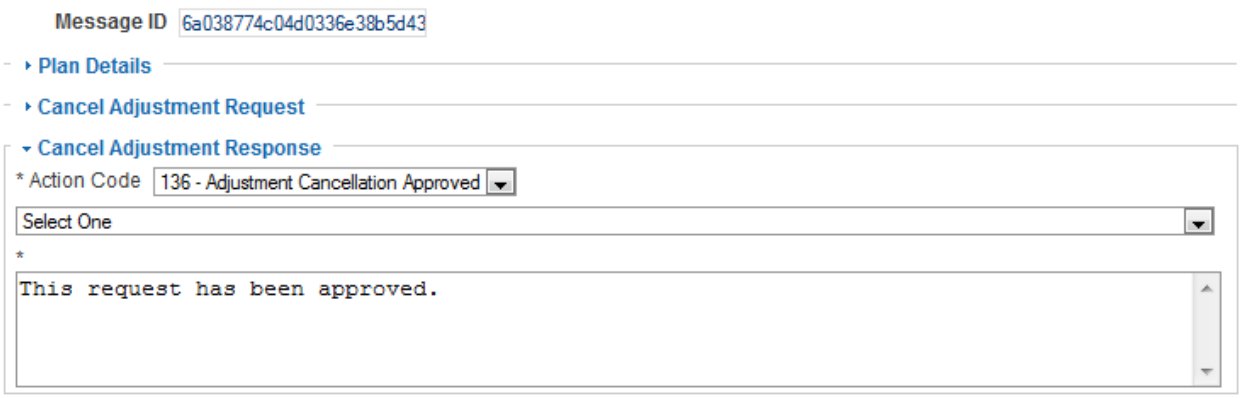
Cancel Adjustment Summary

Approve/Deny Cancellation

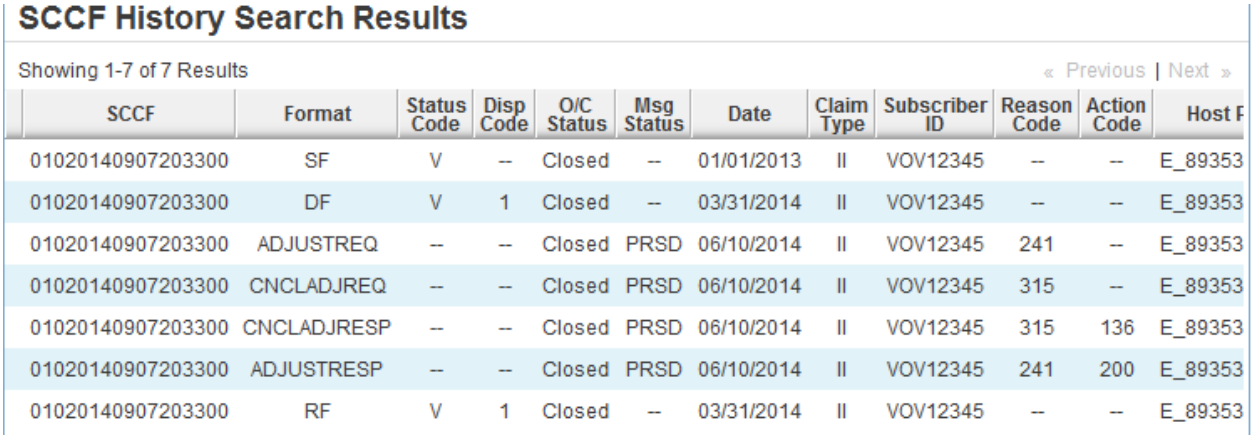
Cancel Adjustment Summary

The Host Plan selects the “Approve/Deny Cancellation” button.

The Host Plan approves the Cancel Adjustment Request Message.



Once the Cancel Adjustment Response Message is approved, it closes out the Adjustment Request Message.



SCCF History Search Results

Showing 1-7 of 7 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host F
01020140907203300	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353
01020140907203300	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353
01020140907203300	ADJUSTREQ	--	--	Closed	PRSD	06/10/2014	II	VOV12345	241	--	E_89353
01020140907203300	CNCLADJREQ	--	--	Closed	PRSD	06/10/2014	II	VOV12345	315	--	E_89353
01020140907203300	CNCLADJRESP	--	--	Closed	PRSD	06/10/2014	II	VOV12345	315	136	E_89353
01020140907203300	ADJUSTRESP	--	--	Closed	PRSD	06/10/2014	II	VOV12345	241	200	E_89353
01020140907203300	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353

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17.11 Cancelling an Adjustment Request Message – Host to Home

Scenario:

The Host Plan has received a corrected claim from the provider, adding additional lines to the original claim. An Adjustment Request Message with an Adjustment SF is created with the changes and sent to the Home Plan to process.

SCCF History Search Results

Showing 1-4 of 4 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plar
01020140907203300	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CL
01020140907203300	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL
01020140907203300	ADJUSTREQ	--	--	Open	PRSD	06/10/2014	II	VOV12345	248	--	E_89353CL
01020140907203300	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353CL

The Home Plan receives the Adjustment Request Message and includes it in its pending work inventory.

The Host Plan reviews its Adjustment Request Message and realizes the additional lines are not priced at the allowed amount but at the full charge amount.

The Host Plan selects the “Request Cancellation” button on the Adjustment Summary screen.

The Cancel Adjustment Message is initiated. The Host Plan populates the comments section indicating and the pricing issues.

The Cancel Adjustment Message is completed and sent to the Home Plan for review.

SCCF History Search Results

Showing 1-5 of 5 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Pl
01020140907203300	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353C
01020140907203300	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C
01020140907203300	ADJUSTREQ	--	--	Open	PRSD	06/10/2014	II	VOV12345	248	--	E_89353C
01020140907203300	CNCLADJREQ	--	--	Open	PRSD	06/10/2014	II	VOV12345	315	--	E_89353C
01020140907203300	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353C

The Home Plan receives the Cancel Adjustment Request Message from the Host Plan and determines if it can be approved or denied.

Cancel Adjustment Summary

Approve/Deny Cancellation

Cancel Adjustment Summary

The Home Plan selects the “Approve/Deny Cancellation” button. Since work on the adjustment has not started, the Home Plan approves the Cancel Adjustment Request Message from the Host Plan.

Cancel Adjustment Response

* Action Code: 136 - Adjustment Cancellation Approved

*

OK to cancel

Contact On Receipt Details

User ID: bluetst3

* Phone Number: 3122976092

* Name: Chris Hallauer

Extension:

Get Contact

Street Address: 225 N. Michigan

State or Province: Illinois

City: Chicago

ZIP or Postal Code: 60601

Country: United States

The Cancel Adjustment Response Message is sent and approved and closes out the Adjustment Request Message.

SCCF History Search Results

Showing 1-6 of 6 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host F
01020140907203300	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353
01020140907203300	DF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353
01020140907203300	ADJUSTREQ	--	--	Closed	PRSD	06/10/2014	II	VOV12345	248	--	E_89353
01020140907203300	CNCLADJREQ	--	--	Closed	PRSD	06/10/2014	II	VOV12345	315	--	E_89353
01020140907203300	CNCLADJRESP	--	--	Closed	PRSD	06/10/2014	II	VOV12345	315	136	E_89353
01020140907203300	RF	V	1	Closed	--	03/31/2014	II	VOV12345	--	--	E_89353

Since an Adjustment SF was created and sent on the Adjustment Request Message, the Adjustment SF is closed as well.

SCCF History Search Results

Showing 1-1 of 1 Results « Previous | Next »

SCCF	Format	Status Code	Disp Code	O/C Status	Msg Status	Date	Claim Type	Subscriber ID	Reason Code	Action Code	Host Plan Ctrl #
01020141160047300	SF	V	--	Closed	--	01/01/2013	II	VOV12345	--	--	E_89353CLOSE C

18. Exception Handling

18.1 Exception Handling for Adjustments

The table below lists the identified exception processing scenarios, some possible causes (Plans may need to investigate and/or contact the Help Desk) and the remediation steps that can be taken.

Exception Scenario	Application Processing Exception	Remediation Option(s)
1. An Adjustment SF is in CA Suspense in Mismatch status and the Adjustment Request or Response with Cross Reference SCCF # Status = Processed or Mismatched. This can occur for a Host-sending, Home-receiving Adjustment Request or Response.	Blue² invokes the ITS MISMEDIT service, and this service fails to process the Adjustment SF.	**ITS: Mismatch Extract Process ITCA9004** Use the CA Suspense Mismatch Extract process to extract and delete Mismatch Adjustment SFs from Suspense ("Delete" option = true). Run the extract file through batch edit post put processing to post the Adjustment SFs. Batch SF Edits will only set IXR13 / PXR13 edits if the Blue² Adjustment message is not found or is in an Unknown status.
		Blue²: Evaluate Adjustment Message Status Utility Use the new Evaluate Adjustment Message Status Utility and select the "Mismatched Adjustment SFs" Evaluation Type to query mismatched Adjustment SFs in Suspense where a sent or received Adjustment message is posted. Click Evaluate Message Status to perform the appropriate processing for the Adjustment Messages and the Adjustment SF to resolve the exception.

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Exception Scenario	Application Processing Exception	Remediation Option(s)
2. A Valid Adjustment SF is posted to Formats Database and the Blue² Adjustment Request or Response with Cross Reference SCCF remains in Mismatch/Unknown status. This can occur for Host-sending or Home-receiving Adjustment Request or Response.	This can occur when ITS posts the Adjustment SF and fails to send the ADJSFPOST event to Blue². The SF is posted in a transaction separate from putting the ADJSFPOST event to the queue, and this transaction can fail independently. Batch processing: If the put ADJSFPOST to the queue fails, the event is written to an error file and the error appears on the error report (ITCP9795-01).	**ITS/Mainframe:** Determine the source of the error. Verify queue setup and routing. Reprocess the Error Event File to put the events back on the queue for Blue² to Process
	Blue² consumes the ADJSFPOST event but fails to update the Adjustment Request or Response to Open/Processed. Blue² issues an error is written to the error log file.	**Blue²: Evaluate Message Status Utility** Use the Admin Tab Evaluate Adjustment Message Status Utility and select the "Mismatched Adjustment Messages" Evaluation Type to query sent or received Adjustment messages in Unknown/Mismatch status where a Valid Adjustment SF is posted. Click Evaluate Message Status to update the messages to Open/Processed. Note: This will also work for the ITS processing exception noted above.
		Blue²: “Evaluate Message Status” Button View a Message Summary of an Adjustment message in Unknown/Mismatch status and click the “Evaluate Message State” button. Note: This will also work for the ITS processing exception noted above.

Exception Scenario	Application Processing Exception	Remediation Option(s)
3. Void DF is posted but Adjustment Messages are still open. This can occur on the Host or Home Plan side.	An Exception occurred in the transmission or processing of the VOIDDFPOST Event Type through the Common Message Processor (either an ITS or Blue² Exception).	**Blue²: Evaluate Message Status Utility** Use the new Evaluate Adjustment Message Status Utility and select the "Open Adjustment Messages for Void DFs" Evaluation Type to query open adjustment messages where a valid Void DF is posted to Formats. Click Evaluate Message Status to update the Adjustment Messages to Closed/Processed status.
4. RTT Adjustment DF Void/Reissue Failure – Host Receives only one of Void or Reissue DF. This can occur for Host Receiving RTT Adjustment DF Void/Reissue.	MQ Exception occurs and only one is transmitted or one is lost. The Void or Reissue Received will be loaded to CA Suspense in a Waiting (W) status. The one that arrived through real time is rolled back to suspense in waiting status and the second one is put to the error queue event code 800 series.	**ITS/Mainframe:** Run Suspense Extract Program ITCA9006 to extract DFs in W status and feed extract file into daily DF Edit batch cycle. The DF will be set to Mismatch status and placed into the daily batch recycle file. Plan will have to determine cause and can extract put back on real-time queue or run through batch to reprocess once issue is resolved.
5. Host Sends Adjustment Request or Response with Adjustment SF Indicator = N and Adjustment SF is created. This can occur on the Host Plan side for Adjustment Request or Response sent.	Adjustment SF Status is set to Mismatch and is placed on CA Suspense. The Adjustment SF Indicator = N could have been set in error, or the Adjustment SF could have been created in error.	**ITS/Mainframe:** If the Adjustment SF was created in error, perform the following to remove it from Suspense: Run the CA Suspense Extract to extract Adjustment SFs in Mismatch status with Delete option = True. Run the extract file through the daily SF batch edit process so that it may go invalid.

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Exception Scenario	Application Processing Exception	Remediation Option(s)
		Blue²: Cancel Adjustment If the Adjustment Request or Response was created in error (Adjustment SF Indicator should have been Y) use the Request Cancellation feature to cancel the adjustment and start over.
6. Home Plan receives Adjustment Request with Adjustment SF Indicator = Y, but never receives Adjustment SF. The Adjustment message is Processed/Open on Host side and Mismatch/Unknown on Home side.	Host purges Batch (TMC1) Valid Adjustment SF from Suspense after Adjustment Request or Response message is transmitted to Home. Adjustment SF gets lost in transmission to Home or goes invalid on Host during batch processing.	Home Plan requests that Host Plan retransmits SF or send a Cancel Adjustment request.
7. Host Plan creates an Adjustment Request with Adjustment SF Indicator = Y but does not create Adjustment SF, or cannot create a valid Adjustment SF. Adjustment Request is stuck in Mismatch status. This applies only to a Host Adjustment Request Sent.	Conditions at the Host Plan prevent creation of valid Adjustment SF, or Adjustment Request was created in error.	**Blue²: Terminate** Host Plan can terminate a sent Adjustment Request in Mismatch status as long as the Adjustment SF is not present on Suspense or Formats.

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Exception Scenario	Application Processing Exception	Remediation Option(s)
8. Host DF Fails Edit - DA046 - INVALID ADJUSTMENT RECEIPT DATE	Host Adjustment Request is cancelled after the Home Adjustment DF is extracted for transport. DF may fail edit on the Host side even though it is valid on the Home side. This applies to non-streamlined Adjustment DFs. Edit DA046: For reissue DFs that are not a streamlined DF (Streamlined Adjustment Indicator (S089) not equal to Y), and for Void Only DFs the Adjustment Receipt Date (A046) must match the Adjustment Receipt Date on the Blue² adjustment Request Message (ADJ_RCPT_DT on the IPP_MSG_ADJ table). If the dates are not equal, issue DF Edit DA046.	**ITS / Mainframe:** Host DF will be placed in the error file (batch) or error queue (Real-Time Transport) and will recycle. Home DF is valid and posted. The Home Plan must selectively purge the Void/Reissue DF.

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Exception Scenario	Application Processing Exception	Remediation Option(s)
9. Home Plan Posts a Streamlined Adjustment DF and the Host Plan sends an Adjustment Request. (Batch) (added per i_97760) This scenario can also happen for Real Time Transport Streamlined Adjustment DF's but is less likely as the time window is much smaller. The Host Plan's Adjustment Request may be stuck in retry or exception due to transmission problems, when the Home sends a real-time Streamlined Adjustment DF.	Home generates a Streamlined Void/Reissue DF, edits and posts on Home as there is no open adjustment request yet. Host generates an outbound Adjustment Request message prior to running DF edit/post, so message is posted successfully on the Host side and transmitted to Home. Home receives Adjustment Request. Blue2 posts Adjustment Request message as Open / Processed. Host processes Adjustment DF and receives edit DXR56.	**Home Plan:** **1. Deny Adjustment Request (send Adjustment Response Denial - 300.) Adjustment Request closes both Home and Host. Host can then reprocess Adjustment DF, DXR56 will go away.** **2. Request Cancellation -** **Home Plan requests the Host to cancel the Adjustment. If Host Approves, then Adjustment Request will be closed and Host can reprocess the DXR56 DF.** **3. Purge the DF -** **Home Plan can purge the Adjustment DF, and create a new DF based on the Adjustment Request received from Host. Host can then delete the Streamlined DF from the invalid file, and process the new Void or Void/Reissue/Closeout DF requested.**

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19. Evaluate Adjustment Message Status Utility

19.1 Overview of the Utility

With enhancement e_34072 adjustment messages are transitioned from the ITS NF format to a Blue² Adjustment two-way message type. This enhancement provides an option for Plans to process adjustment messages in real time and allows the Adjustment SF and Void/Reissue DF to be sent as Real-Time Transport. Batch processing is still supported for Adjustment SF and Void/Reissue DFs.

Blue² Adjustment request and response messages requiring an Adjustment SF must be matched and processed together with the Adjustment SF at both the sending Host Plan and the receiving Home Plan. At the Host Plan, the adjustment message waits in an Unknown/Mismatched status until the Adjustment SF is posted; if the Adjustment SF is created first it waits in a Mismatched status for the adjustment message. Once the two are paired, their respective systems (ITS/Blue²) can process them for transmission to the destination Plan/Station Code. At the Home Plan, the adjustment message received waits in an Unknown/Mismatched status until the Adjustment SF is posted; if the Adjustment SF arrives first, it waits in the Suspense Tables in Mismatch status until the Blue² Adjustment message arrives.

Similarly at the Home or Host Plan, when a Void DF is posted the associated Blue² Adjustment Request and Response messages must be closed.

Both ITS and Blue² notify each other once a respective message is in a state that allows the partner message to be processed. The notification relies on MQ messaging, and exceptions may occur in this process, leaving the either the adjustment message status out of sync with the Adjustment SF or Void DF status.

The Evaluate Adjustment Message State Utility attempts to identify out-of-sync messages and take the necessary corrective action. This utility provides the following activities:

- *Evaluate Mismatched Adjustment SFs* – Evaluate Adjustment SFs in CA Suspense in a Mismatched status where the Adjustment Request or Response is posted to Formats in a Mismatched or Processed status.

- *Evaluate Mismatched Adjustment Messages* – Evaluate Adjustment Request or Response messages posted to Formats in a Mismatched status where the Cross Reference Valid Adjustment SF is already posted to Formats.

- *Close Open Adjustment Messages for Void DFs* – Evaluate Processed/Open Adjustment messages posted to Formats where a Valid Void DF is posted.

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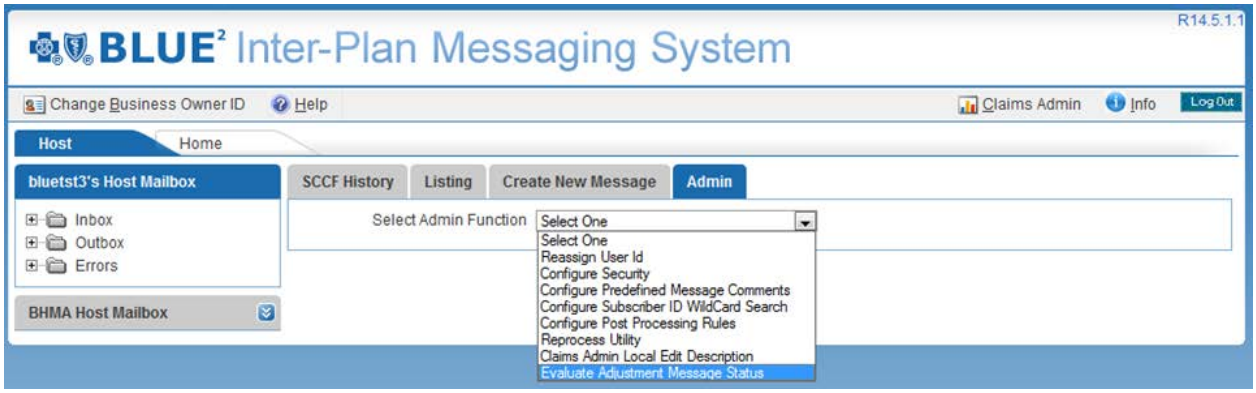
The utility is available via the Admin Tab UI in Blue² and provides a find/search capability as well as submit for processing. This utility works similarly to the Reprocess Utility in that a file is generated listing the messages to process. A separate utility was created from the Reprocess Utility due to the unique nature of adjustments, taking into account that both sent and received messages are evaluated.



Individual Adjustment Request and Response messages in an Unknown/Mismatch status may also be evaluated using the “Evaluate Message State” option available on the Adjustment Message Summary page.

Finally, mismatched adjustment messages may be evaluated using the existing Evaluate Message State Web service, which has been enhanced to support mismatched messages in addition to messages stuck in Retrying and Processing.

19.1.1. Security

To access the Blue² User Interface, the user must be assigned a Valid User role.

To view the “Evaluate Message State” button on the Adjustment Request or Response Summary, the user must be assigned the AdjustmentMsgUser security role. In addition, the button must be enabled via configuration for the current Business Unit selected and must be assigned the EvaluateAdjustmentMessageStateAdmin security role.

19.2 Post Conditions

From the Admin Tab for the Evaluate Adjustment Message State Admin Function selected, when the user clicks the Evaluate Message State functions the following Post Conditions apply for the Activity Type selected.

Note that Message State History entries are made appropriate for the updated message status.

19.2.1. Evaluate Mismatched Adjustment SFs

Host and Home Adjustment SFs in a Mismatched status in Suspense are edited and posted when a matching Blue² Adjustment Request or Response is found in Formats. Host Blue² messages and Adjustment SFs are queued for transmission to the destination Plan/Station Code. Home-received adjustment messages are set to Processed/Open status.

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19.2.2. Evaluate Mismatched Adjustment Messages

Host and Home Adjustment messages in a Mismatched status are set to Processed/Open status. Host Blue² messages are queued for transmission to the destination Plan/Station Code.

19.2.3. Close Open Adjustment Messages for Void DFs

Host and Home Adjustment messages in a Processed/Open status are set to Processed/Closed status.

19.2.4. Evaluate Mismatched Adjustment Messages from Message Summary or Web Service

Host messages sent in a Mismatched status are set to Processing and queued for transmission to the Destination Plan/Station Code if the Adjustment SF is found on Suspense in Mismatch or valid on Formats.

Home messages received in a Mismatched status are set to Processed/Open status.

19.3 Exception Analysis

If the volume of adjustments requiring evaluation exceeds a normally expected volume or a significant percent of total volume, Plan technical staff may need to perform an analysis to determine the root cause. Exceptions may arise due to failure of any of several components supporting adjustment processing, including MQ processing, database processing or other server errors. This utility is designed to handle incidental exceptions that may arise in the normal course of adjustment processing and should not be regularly utilized for processing production level volumes.

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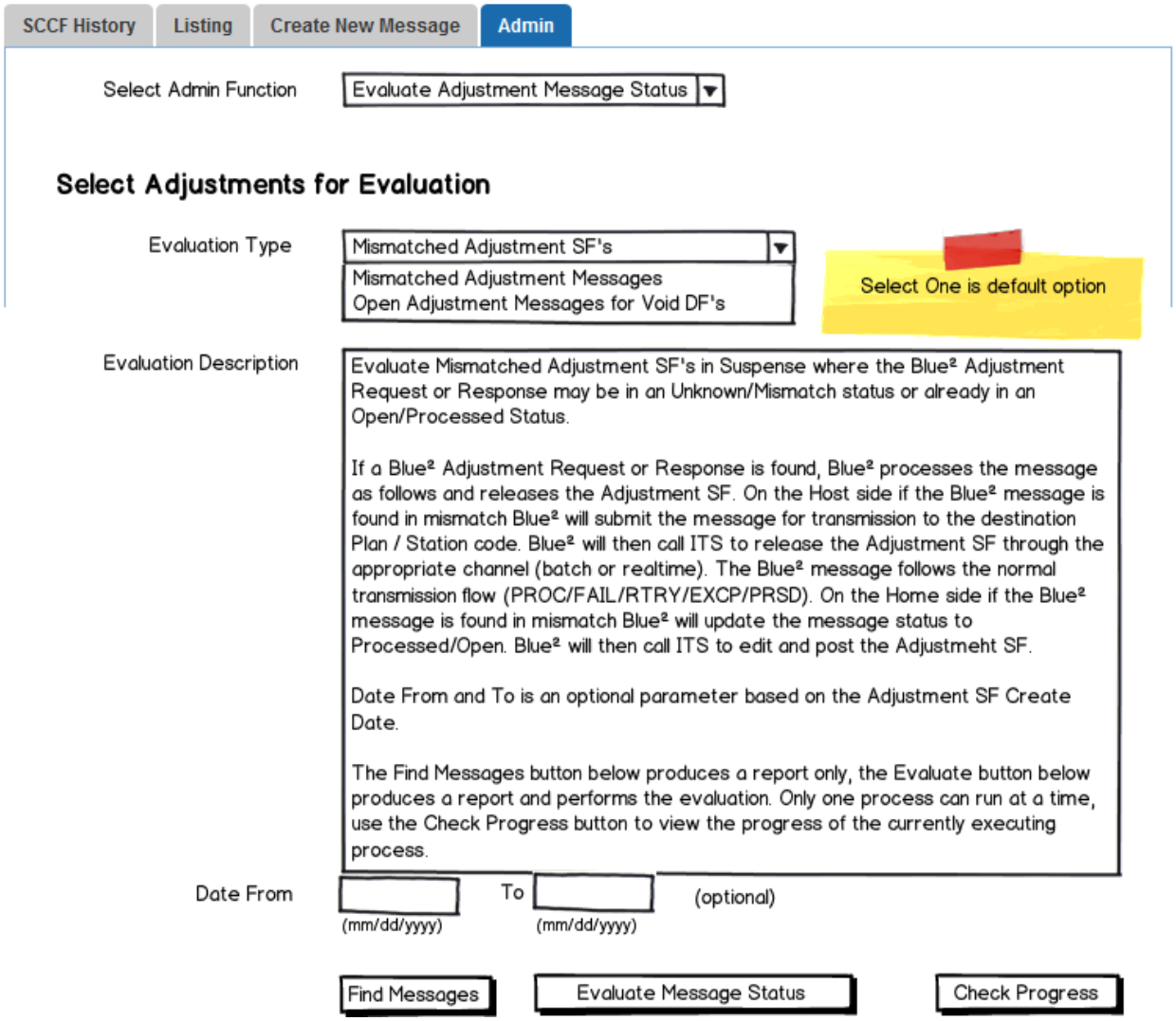
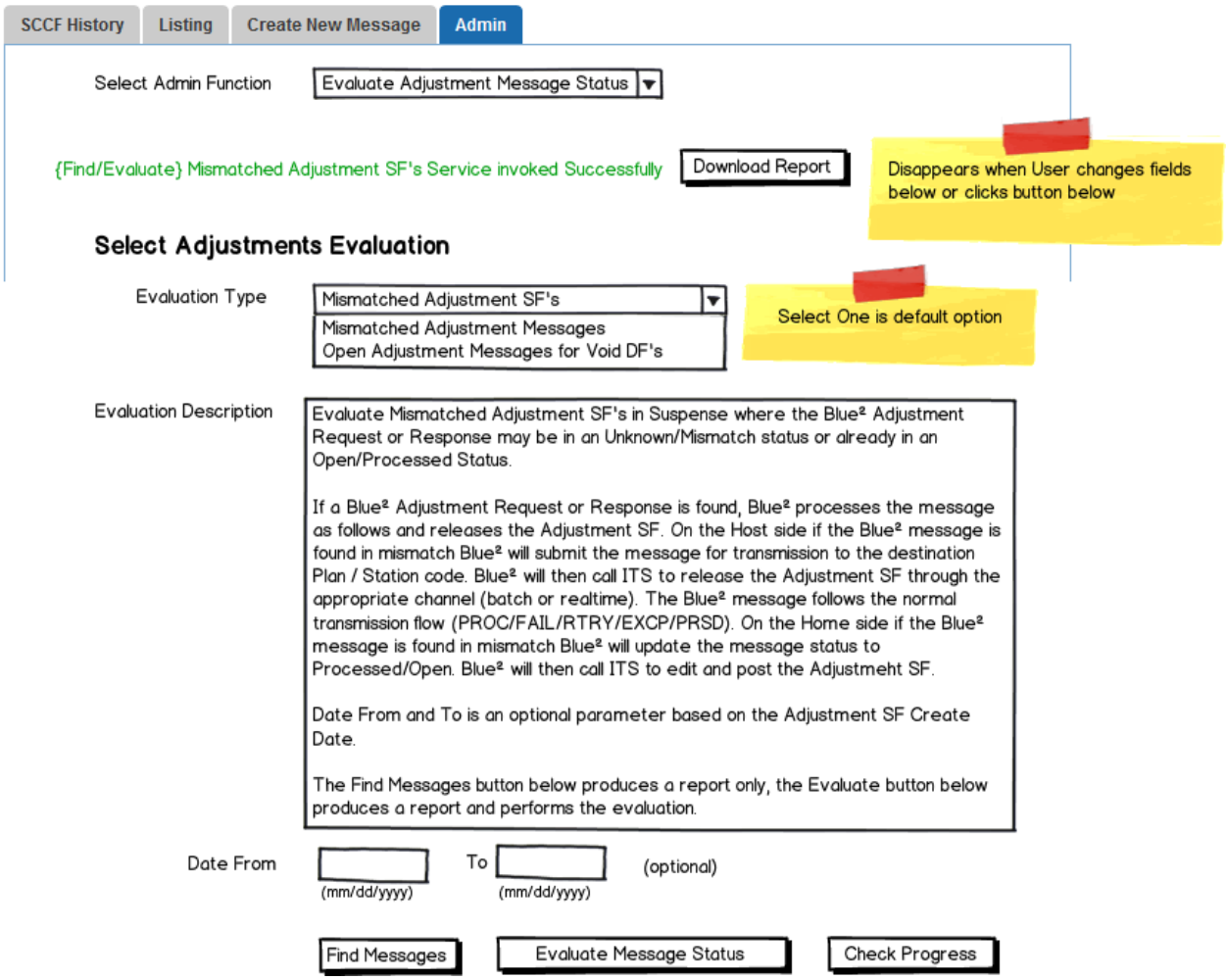
19.4 User Interface Mockups

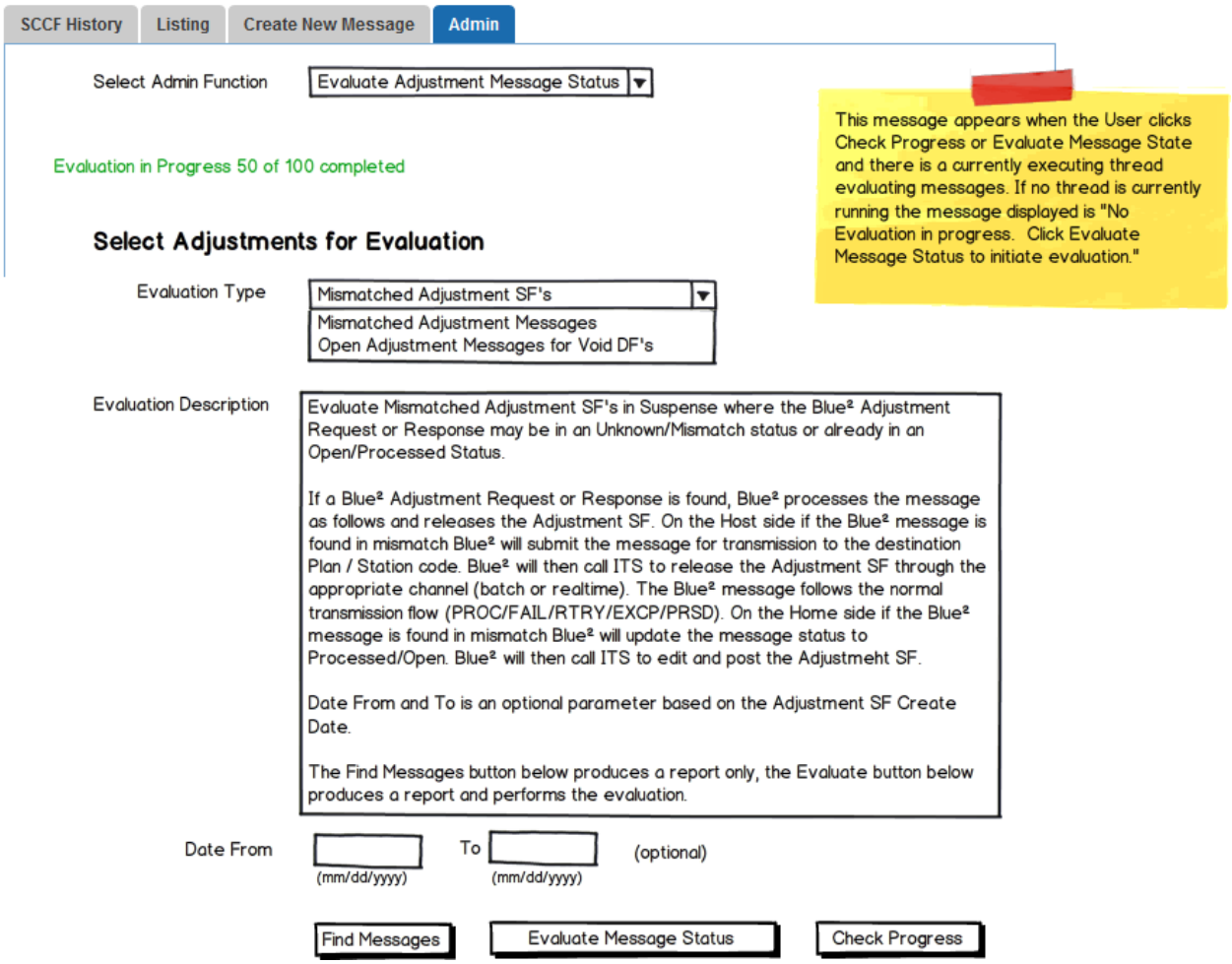
Evaluate Adjustment Message Status



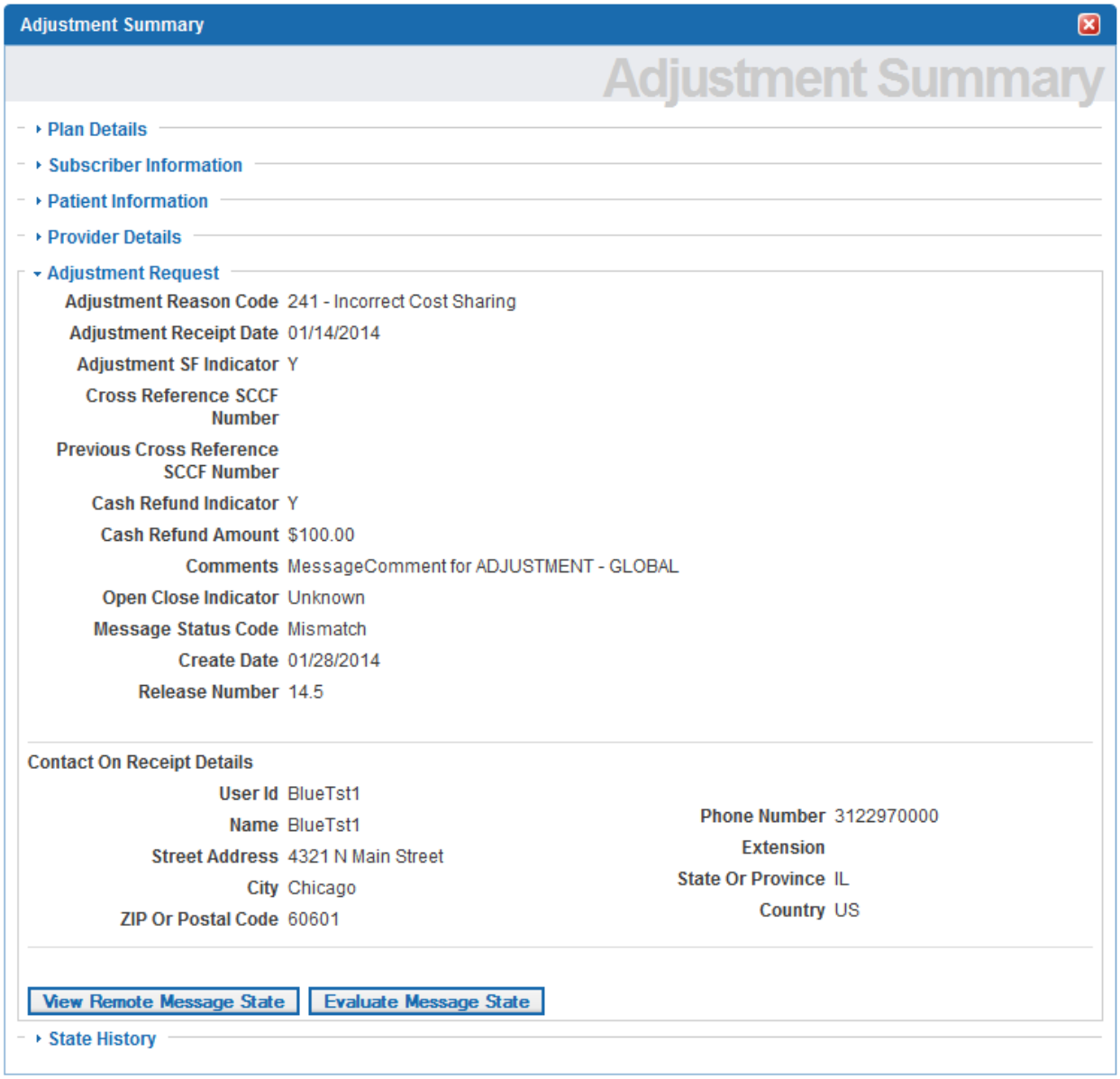
Evaluate Adjustment Message Status with Results



Check Progress



"Evaluate Message State" Button from Adjustment Summary



20. Appendix A: Adjustment Reason Codes

The following is a complete list of Adjustment Reason Codes effective with Release 14.5. The codes are broken out by Home and Host Use and whether an Adjustment SF Indicator is needed.

Adjustments Reason Codes 203-239 are Void Only Adjustment Reason Codes

Adjustment Reason Codes 240-299 are Void/Reissue or Void/Reissue/Closeout or Streamlined Reason Codes. Please review those columns for use.

Reason Code	Description	Host/ Home	SF Indicator		Streamlined Adjustment	Notes
			Y	N		
201	HVA ASO Account Request	Home		N		Default to N and Protect
203	Wrong payee	Both		N		Default to N and Protect
204	Retroactive cancellation	Both		N		Default to N and Protect
205	Benefit Change/Correction	Both		N		Default to N and Protect
206	Duplicate	Both		N		Default to N and Protect
207	Lost/damaged check, stop payment on check	Both		N		Default to N and Protect
209	HVA Benefit Change/Correction	Both		N		Default to N and Protect
210	Worker's comp	Both		N		Default to N and Protect
211	Medicare	Both		N		Default to N and Protect
212	Subrogation	Both		N		Default to N and Protect

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Reason Code	Description	Host/ Home	SF Indicator		Streamlined Adjustment	Notes
			Y	N		
214	Incorrect Patient/ Member Information	Both		N		Default to N and Protect
218	Incorrect Pricing/ Provider Information	Both		N		Default to N and Protect
220	HVA Incorrect Pricing/Provider Information	Both		N		Default to N and Protect
222	HVA Medicare	Both		N		Default to N and Protect
225	Adjustment Denied until Money is recouped	Both		N		Default to N and Protect Description updated per e_34072
226	Home/Control One Time Exception	Both		N		Default to N and Protect
227	No Fault	Both		N		Default to N and Protect
228	Medicare Audit	Both		N		Default to N and Protect
230	Fraud/Abuse Recoupment	Both		N		New Adjustment Reason Code added per e_34072
231	Provider Appeal	Both		N		Default to N and Protect
232	Host/Par One Time Exception	Both		N		Default to N and Protect
233	Provider Billing Error	Both		N		Default to N and Protect

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Reason Code	Description	Host/ Home	SF Indicator		Streamlined Adjustment	Notes
			Y	N		
234	Member Appeal	Both		N		Default to N and Protect
235	Rejected as Duplicate in Error	Both		N		Default to N and Protect
236	Payment Made Due to Prompt Pay	Both		N		Default to N and Protect
237	Valid Adjustments for Default Claim – Included in End-to-End Measurements	Both		N		Default to N and Protect Description updated per e_34072
238	Valid Adjustments for Default Claim-Excluded from End to End Measurements	Both		N		Default to N and Protect Description updated per e_34072
239	RAP Claim-New Claim Required	Both		N		New Adjustment Reason Code added per e_34072
240	Medical Records/ Pre-Existing	Home	Y	N	Y	Updated per e_34072 - Home Only
241	Incorrect Cost Sharing	Both	Y	N	Y	
242	HVA ASO Account Request	Home	Y	N	Y	
243	Incorrect sanction	Both	Y	N	Y	
245	Incorrect Patient/ Member Information	Both	Y	N	Y	
247	Benefit Change/ Correction	Both	Y	N	Y	

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Reason Code	Description	Host/ Home	SF Indicator		Streamlined Adjustment	Notes
			Y	N		
248	Incorrect Pricing/ Provider Information	Host	Y		N	Default to Y and Protect
252	Lost/damaged check, stop payment on check	Both	Y	N	Y	
253	Wrong Payee	Both	Y	N	Y	
257	Interim bill	Host	Y		N	Default to Y and Protect
260	Worker's Comp	Both	Y	N	Y	
261	Medicare	Both	Y	N	Y	
262	Subrogation	Both	Y	N	Y	
263	Updated COB Information (Blue Primary)	Both	Y	N	Y	
264	Statistical	Both	Y	N	Y	
273	HVA Benefit Change/Correction	Both	Y	N	Y	
274	HVA Incorrect Pricing/Provider Information	Host	Y		N	Default to Y and protect
275	HVA Medicare	Both	Y	N	Y	
276	HVA Provider Corrected Billing	Host	Y	N	N	
280	Home/Control	Both	Y	N	Y	
281	No Fault	Both	Y	N	Y	
282	Medicare Audit	Both	Y	N	Y	

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Reason Code	Description	Host/ Home	SF Indicator		Streamlined Adjustment	Notes
			Y	N		
283	Primary Payment Received (Blue Secondary)	Both	Y	N	Y	
284	Medicare Paid Primary in Error	Both	Y	N	Y	
285	Provider Appeal	Both	Y	N	Y	
286	Host/Par	Both	Y	N	Y	
287	Provider Corrected Billing	Host	Y		Y	Default to Y and Protect
288	Member Appeal	Both	Y	N	Y	
289	Rejected as Duplicate in Error	Both	Y	N	Y	
290	Payment Made Due to Prompt Pay	Both	Y	N	Y	
291	Valid Adjustments for Default Claim – Included in End to End Measurements	Both	Y	N	Y	Description updated per e_34072
292	Valid Adjustments for Default Claim – Excluded from End to End Measurements	Both	Y	N	Y	Description updated per e_34072
293	Episode-Based Pymnt Settlement	Host	Y		N	Default to Y and Protect
294	Claim is being adjusted to finalize a claim due to the non-payment of premium during the Exchange grace period.	Home	Y	N	Y	

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Reason Code	Description	Host/ Home	SF Indicator		Streamlined Adjustment	Notes
			Y	N		
295	Fraud/Abuse Adjustment	Both	Y	N	Y	New Adjustment Reason Code added per e_34072
296	Retroactive Cancellation	Both	Y	N	Y	New Adjustment Reason Code added per e_34072
297	Incorrect surcharge amount applied for a Medicare eligible member	Both	Y	N	Y	At Host Plan, Default to Y and Protect on the request. At Home Plan, default to 'Select One' and editable on the request. (Added per e_90497)
298	Incorrect surcharge amount applied for a Medicare eligible member	Both	Y	Y	Y	New Adjustment Reason Code added per e_101260 with R16.0
299	Medicaid Encounter Data Elements Added	Both	Y	Y	Y	New Adjustment Reason Code added per e_101251 with R16.0

21. Appendix B: Adjustment Response Action Codes

The following is a complete list of Action Codes effective with Release 14.5. The codes are broken out by Home and Host.

Reason Code	Description	Host/ Home	Closes the Adjustment Request
200	Adjustment Approved	Both	Does not close the adjustment.
300	Adjustment Denied	Both	This Action Code will close the Adjustment Request. This will also close the Adjustment SF if one is sent with the request.
301	Adjustment Denied until Money is recouped form the provider	Host	This Action Code will close the Adjustment Request. This will also close the Adjustment

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Reason Code	Description	Host/ Home	Closes the Adjustment Request
			SF if one is sent with the request.
302	Record Purge – Unable to Retrieve	Both	This Action Code will close the Adjustment Request. This will also close the Adjustment SF if one is sent with the request.
303	Successful Restoration – Claim is denied	Both	This Action Code will close the Adjustment Request. This will also close the Adjustment SF if one is sent with the request.
304	Adjustment Denied until Money is Recouped from the Member	Home	This Action Code will close the Adjustment Request. This will also close the Adjustment SF if one is sent with the request.

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22. Appendix C: Cancel Adjustment Action Codes

The following is a complete list of Cancel Adjustment Action Codes effective with Release 14.5.

Reason Code	Description	Host Home	Closes the Adjustment Request
136	Adjustment Cancellation Approved	Both	The Action Code will close the Adjustment Message along with an Adjustment SF if present.
137	Adjustment Cancellation Denied	Both	This Action Code will not close an Adjustment Message and Plans will need to complete the adjustment.

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