Final Managed Care Rule: As of April 2016, The Centers for Medicare and Medicaid Services (CMS) issued updated guidance on encounter data that has significant operational impacts for managed care organizations (MCOs). Crucially, the regulations clarified that state agencies that fail to report accurate and timely encounter data are at risk of having federal financial participation funds withheld. MCOs are impacted as the states are increasing enforcement, so if your encounter data isn’t up to snuff, penalties could be coming your way.

The diagram below identifies some of the main barriers that cause encounter data to be rejected as it travels from the originating healthcare provider to its ultimate destination at CMS.

TransUnion Healthcare helps MCOs by providing a mechanism to monitor the error correction activities of their provider network.

**TransUnion Healthcare Can Help. This is How.**

- **Address data quality barriers**
  - Rejected invalid data up front to ensure only complete and accurate data is received from your provider network and apply business rules and custom data edits to increase first-time acceptance rates.

- **Better technology**
  - TransUnion’s error correction portal teaches users how to fix errors and is designed with unique functionality to easily fix rejections.

- **Dedicated support team**
  - Our experts monitor data throughput and support providers with error correction issues.

- **Enhanced reporting**
  - Get insightful drill-down reports and full insight into data throughput, timeliness and provider error correction efforts.

**Overcoming Barriers to Collecting and Reporting Encounter Data**

- **Top barriers to encounter data quality**
  1. Legacy technology impacting data quality
  2. MCOs lack insight into whether rejected data is being corrected
  3. Coding discrepancies between encounter data and fee-for-service claims
  4. Lack of data standardization creates an electronic data interchange (EDI) burden
  5. Inefficient processes to ensure encounter data is corrected
  6. Provider incentives make corrections less of a priority

**Top barriers to encounter data quality**

- 91% TransUnion Healthcare first time acceptance rate
- 71% TransUnion Healthcare rejections corrected by providers within 30 days
- 93% TransUnion Healthcare rejections corrected by providers within 90 days
- 49.3 days Average lag time from date of service

The encounter data experts at TransUnion Healthcare could help you improve your encounter data operations for less than what it’s costing you to handle it internally. For more information, contact Stephen Harrop at TransUnion Healthcare at 310-337-8517 or Stephen.harrop@transunion.com.