


STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
Med-QUEST Division
Health Coverage Management Branch
P. O. Box 700190
Kapolei, Hawaii 96709-0190

July 19, 2006

MEMORANDUM

QUEST MEMO
RPT-0601

TO: QUEST Medical Plans

FROM: Mr. Wesley Mun, Acting Med-QUEST Division Administrator 

SUBJECT: CLEANING UP OF DUPLICATE ENCOUNTERS

Submission of accurate encounter data is required by the contract between the health plans and the Med-QUEST Division (MQD) and is also a term and condition established by the Centers for Medicare and Medicaid Services. In an effort to improve the quality of the encounter data, as well as the ability of our system to process the Plans' encounter data more efficiently, we are requesting that the Health Plans clean up their duplicate encounters.

Duplicate encounters occur in our system when more than one encounter is submitted for the same services on the same date of service. If you are attempting to correct an encounter that has already been adjudicated, you will need to "void" the original encounter first, then resubmit the corrected encounter as "new". The system will not allow the submission of a corrected encounter as "new" without first voiding the original encounter.

If you attempt to do this the encounter will be marked as "exact duplicate found" and an encounter error will be recorded in the error file named "241". The error codes for "exact duplicate found" are Z720 (for 1500), Z610 (for UB), and Z800 (for pharmacy).

Over the years the MQD encounter system has logged a substantial amount of duplicate encounters which has caused the volume of pended encounters to increase. This volume is contributing to the prolonged processing time within our system. It also has greatly decreased the MQD's ability to efficiently process encounters and has made it difficult for MQD to analyze encounter submissions.

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Although correcting your other pended encounters is important, we are requesting that the Health Plans focus on first voiding these exact duplicates to decrease your pended encounter volume.

Thank you for your cooperation and should you have any questions, please feel free to email Ms. Wileen Ortega in the Systems Office at wortega@medicaid.dhs.state.hi.us or call her at 692-7990.

c: Wileen Ortega