Voiding and Replacing Encounter Data Records

Purpose	This guide explains how to void and replace an encounter data record.

Background	The Encounter Data System allows submitters to replace or void previously submitted and accepted encounter data records (EDRs). In this guide, we identify the steps necessary to populate ANSI ASC X12 837 data elements that effectuate the void or replacement.

Procedure to Void an Encounter Data Record

Step 1: Submitting the Void for the Encounter Data Record	To void a previously submitted and accepted encounter data record, the MAO would populate the data elements in Loop 2300 as shown below.

Loop 2300

- CLM05-3 = '8'
- REF01 = 'F8'
- REF02 = ICN of the original accepted encounter

The CLM05-3 (Claim Frequency Type Code) will hold a value of '8', which indicates that this record is intended to void a previously submitted and accepted record, and all lines originally submitted should be included on the void EDR.

REF01 should be 'F8'.

And REF02 should be populated with the Internal Control Number (ICN) of the previously submitted and accepted record to be voided.

Step 2: EDPS Processing of the Void Record	When a void EDR is submitted, the system will check 11 key fields listed below to make sure that the void EDR is for the same record that is to be voided. If there is a mismatch in any of the 11 key fields, the void EDR will be rejected and the previously accepted EDR will remain in active status. The edit code "00699 - Void Must Match Original" will be returned. Otherwise, the void EDR will be accepted and result in the disposition of the previously accepted EDR (header and lines) being set to void/off (i.e., Inactive). Note: Even if some of the lines are rejected, the system will void the entire previously accepted EDR if the void EDR is accepted at the header level.

- Linked Internal Control Number (ICN) – header level
- Beneficiary Identifier* – header level
- Beneficiary Last Name (first 5 characters) – header level
- Beneficiary First Name (first character) – header level

- Place of Service (PROF, DME) or Type of Bill (INST)– header level

- Submitted Charges – header level

- Date of Service – header level

- Number of encounter lines (both accepted and rejected)– derived from line level

- Billing Provider NPI – header level

- Rendering Provider NPI, if applicable – header level

- Payer ID – header level

*Please note the Encounter Data System will accept either the HICN or the MBI on the replacement or void record; this field does not need to match what was submitted on the original record.

Void encounter data records are not subject to the duplicate logic checks.

If an MAO submits a Void record in order to void a previously submitted and accepted EDR, only the record to which the Void record is pointing will be voided.

Note: If the submitter wishes to modify only the diagnosis information on a previously submitted and accepted record, there are three options: (1) Void the previously submitted and accepted record and resubmit a new original EDR (2) Submit a Replacement EDR or (3) Use a CRR to add or delete diagnosis code information.

Procedure to Replace an Encounter Record

Step 3 Submitting the Replacement Record	To submit a replacement EDR, the MAO would populate the data elements in Loop 2300 as shown below.

Loop 2300
- CLM05-3 = '7'
- REF01 = 'F8'
- REF02 = ICN of the original accepted encounter

The CLM05-03 (Claim Frequency Type Code) data element should be populated with a '7' to indicate that this record is replacing a previously submitted and accepted record.

The REF01 data element should be populated with 'F8'.

The REF02 data element should contain the ICN of the previously submitted and accepted record that the replacement record is intended to replace.

Step 4 EDPS Processing of the Replacement Record	When a replacement EDR is submitted, the system will check the following 7 key fields to ensure that the replacement EDR is for the EDR to be replaced. If there is a mismatch in any of the 7 key fields then the replacement EDR will be rejected. The reject code will be "00780 - Adjustment Must Match Original".

- Linked Internal Control Number (ICN) – header level

- Beneficiary Identifier* – header level

- Beneficiary Last Name (first 5 characters) – header level

- Beneficiary First Name (first character) – header level

Step 4 EDPS Processing of the Replacement Record	• Place of Service (PROF, DME) or Type of Bill (INST)– header level
	• Billing Provider NPI – header level
	• Payer ID – header level
	In addition, the replacement EDR will be subjected to duplicate logic checks to ensure that it is not a duplicate of a previously submitted and accepted EDR. If it is found to be a duplicate of another EDR which was previously accepted, then the replacement EDR will be rejected. Otherwise, the replacement EDR will be accepted and the previously accepted EDR that it is linked to will be set to adjusted.
	*Please note the Encounter Data System will accept either the HICN or the MBI on the replacement or void record; this field does not need to match what was submitted on the original record.
	Note: If one of the key fields other than the HICN/MBI for the same beneficiary is different from the original record submitted, MAOs should void the originally accepted record and re-submit as an original record.
For more information	Visit the following links for additional information
	Customer Support and Service Center (CSSC) Operations http://www.csscoperations.com
	Or submit questions to: encounterdata@cms.hhs.gov