

Purpose This guide explains how to void and replace a chart review record.

Background The Encounter Data System allows submitters to replace or void previously submitted and accepted chart review records (CRRs). 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 a Chart Review Record

**Step 1:
Submitting a Void
for the Chart
Review Record**

To void a previously submitted CRR, the MAO would populate the data elements in Loop 2300 as shown below.

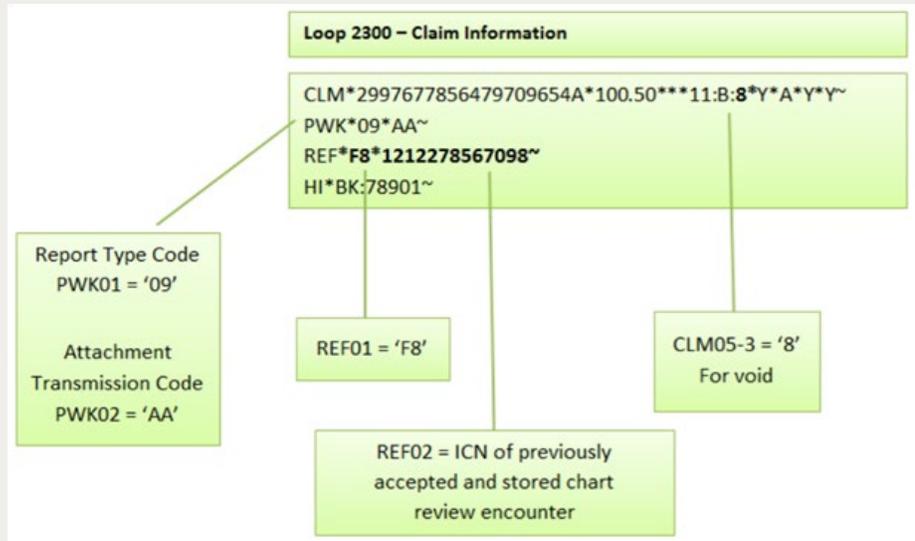
Loop 2300	
•	CLM05-3 = '8'
•	REF01 = 'F8'
•	REF02 = ICN of the original accepted encounter

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 record, and all lines originally submitted should be included on the void CRR.

REF01 should be 'F8'.

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

**Figure 1:
Data elements
to void a chart
review record**



Special Requirements for Submitting Void Chart Review Records

When a void CRR is submitted, the system will check 11 key data fields listed below to ensure that the void CRR is for the same CRR that is to be voided. If there is a mismatch in any of the 11 key fields, the void CRR will be rejected and the previously accepted CRR will remain in active status. The edit code “00699 - Void Must Match Original” will be returned.

Otherwise, the void CRR will be accepted and result in the disposition of the previously accepted CRR (header and lines) being set to void/off (i.e., Inactive). Even if some of the lines are rejected, the system will void the entire previously accepted CRR if the void CRR is accepted at header level.

- Linked Internal Control Number (ICN)
- Beneficiary Identifier*
- Last Name (first 5 characters)
- First Name (first character)
- Billing Provider NPI
- Payer ID
- Submitted charges
- Number of Encounter Lines
- Rendering Provider NPI
- Date of Service
- For Professional/DME records: Place of Service
- For Institutional records: Type of Bill

*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.

If an MAO submits a Void record in order to void a previously submitted CRR, only the record to which the Void record is pointing will be voided. If the MAO has submitted other records containing a diagnosis it wishes to delete, the MAO may delete the diagnosis by submitting a CRR-Delete, a replacement EDR, or a replacement CRR for each record containing the diagnosis it wishes to delete.

Procedure to Replace a Chart Review Record

Step 2: Submitting the Replacement Record

To submit a replacement CRR, the MAO would populate the data elements in Loop 2300 as shown below.

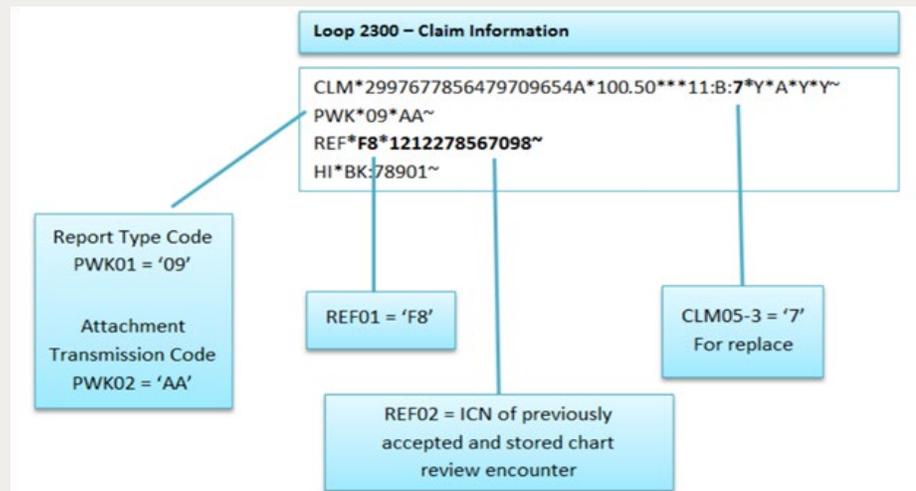
Loop 2300	
•	CLM05-3 = '7'
•	REF01 = 'F8'
•	REF02 = ICN of the original accepted encounter

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 record.

Figure 2:
Data elements to
replace a chart
review record

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

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



Special Submission Requirements for Replacement Chart Review Records

A Replacement CRR-Add (with CLM05-03 = 7) can only be used to replace a previously accepted CRR-Add or CRR-Delete. A Replacement CRR-Add that is linked to a previously submitted and accepted CRR-Delete will be accepted by EDPS.

A Replacement CRR-Delete is **not an acceptable submission**. Submitters must void the previously accepted Linked CRR-Delete to nullify the delete operation.

Step 3: EDPS Processing of the Replacement Record

When a replacement CRR is submitted, the system will check the following 7 key fields to ensure that the replacement CRR is for the CRR to be replaced. If there is a mismatch in any of the 7 key fields then the replacement CRR will be rejected. The edit code "00780 - Adjustment Must Match Original" will be returned:

- Linked Internal Control Number (ICN)
- Beneficiary Identifier*
- Last Name (first 5 characters)
- First Name (first character)
- Billing Provider NPI
- Payer ID
- For Professional/DME records: Place of Service
- For Institutional records: Type of Bill

EDPS rejects a CRR with edit "98315 – Linked Chart Review Duplicate" at the header level when a Linked Chart Review (Claim Frequency Code = '7') contains the same exact data values as an existing linked or unlinked CRR, in the EDPS database, based on the following data elements:

- Beneficiary Identifier*
- Header Date of Service

- Diagnosis code
- For institutional records, the duplicate logic also includes the Type of Bill

*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.csscooperations.com>

Or submit questions to:

encounterdata@cms.hhs.gov