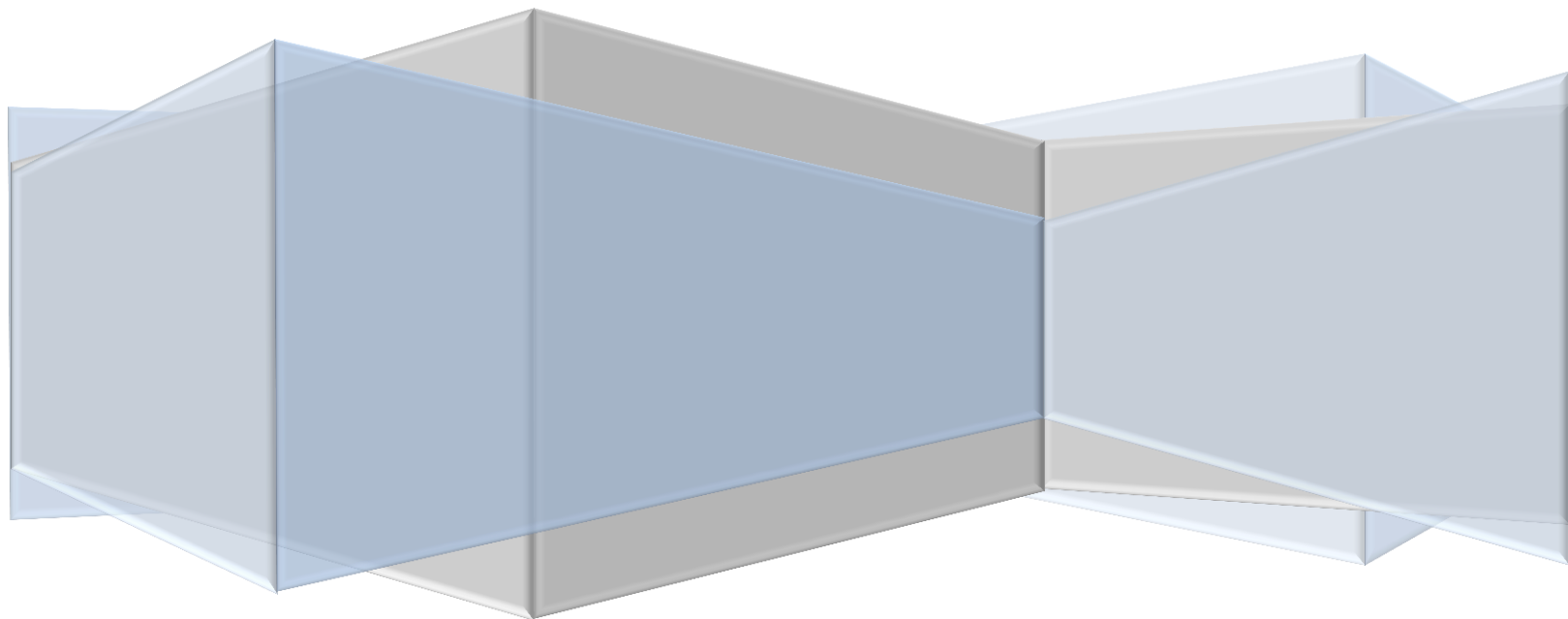


# **SCAN ICE File Submission: Instruction Guide**



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## 1.0 The Purpose of an ICE File Submission

For provider partners who need to submit additional diagnosis (DX) codes for professional or institutional data, SCAN offers the ICE file layout to submit this data outside of the ANSI v5010 data. ICE files are used to send updates for encounters that have already been submitted via an 837 format through the clearinghouse to SCAN. ***This data submission method should only be used to send either additional DX codes or to send deletes of previously submitted DX codes.***

It is imperative that all DX code data is submitted to SCAN in order for CMS to properly calculate each member's risk score. Due to various system limitations, not all providers have the ability to electronically submit all DX code data within one encounter transaction. For this reason, SCAN has incorporated the use of a modified ICE format for submitting DX data that could not be captured on the original encounter. Keep in mind that the alternative submission format is intended to be used only to send additional DX codes or deletes of DX codes for previously submitted encounters that have already processed through the clearinghouse in the 837 v5010 format. ***Original or new encounter data should not be sent via the alternative ICE file to SCAN.***

Beyond system limitations, the data sent on ICE files can be the result of different initiatives such as, chart reviews, HCC coding, system sweeps, or some type of reconciliation effort.

When sending encounter data to add additional DX codes via an ICE file, it is critical for the fields listed below to be identical to the original ANSI encounter. This ensures that SCAN can "roll-up" all diagnosis data into the appropriate visit.

### Professional Visits:

- MBR\_HPID (SCAN Member ID)
- DOS\_FROM
- DOS\_THRU
- RENDERING PROV NPI

### Institutional Visits:

- MBR\_HPID (SCAN Member ID)
- DOS\_FROM
- DOS\_THRU
- MPN\_NBR (Servicing Facility NPI)
- BILL\_TYPE (bill type will be used to identify the correct visit type – inpatient or outpatient)

If any of the fields differ between an encounter received from an ICE alternative file submission and an existing encounter received from the clearinghouse, SCAN will place the ICE encounter received into a "PEND" status in our encounter data processing system until the ANSI 837 encounter is received via the clearinghouse. (Note: "Pended" encounters require your review and research within a different process with SCAN on a monthly basis. However, during sweeps, if the ICE file record contains a new HCC for the member, then the ICE record will be submitted for RAPS).

When needing to delete DX codes from previously submitted ANSI 837 encounters, the key fields of data listed above must be identical to the original ANSI 837 encounter. Otherwise, SCAN's processing system will not be able to identify the encounter in order to perform the deletion requested.

## 2.0 Enrollment Process to Submit ICE Files

All Provider Partners who will use the ICE file to submit additional DX codes or deletes of DX codes must complete a registration form with SCAN. Once the completed form has been received, a Submitter ID will be provided to be used in every file submitted to SCAN (including test files).

ICE File Naming Convention: *ProviderType\_SubmitterID\_Label\_MedicalGroupName\_YYYYMMDD.txt*

A test file will be requested to complete end-to-end testing. This ensures that the ICE file specifications are being adhered to and that you will be successful in future ICE file submissions.

## 3.0 How Transmit ICE Files to SCAN

The file name must meet SCAN's naming convention:

**Filename convention:** *ProviderType\_SubmitterID\_Label\_MedicalGroupName\_YYYYMMDD.txt*

### Definition of each filename detail:

1. **Provider Type** = Prof or Inst
2. **SubmitterID** = Your SCAN assigned submitter ID
3. **Label** = Reason for submission - please use one of the following SCAN labels below
  - Use '**CodingInt**' if the file is from an HCC coding initiative
  - Use '**ChartRev**' if the file is from a coding/chart review initiative
  - Use '**OrigDataSweep**' if the file is from a system sweep
  - Use '**ReconDataSweep**' if the file is from a reconciliation with SCAN HCC or DX reconciliation files
  - Use '**HEDIS**' if the file is for a HEDIS related submission
4. **MedicalGroupName** = Your group's "short" (abbreviated) name
5. **YYYYMMDD** = the date you are submitting the file to SCAN
6. **.txt** = file type should be .txt only
7. **Example of a valid file name** *PROF\_MG001100\_CodingInt\_SCANHealth\_20140531.txt*
8. For files that are larger than 5MB, please break out the files and use a 1, 2, 3 etc. after the "MedicalGroupName" portion of the naming convention.
  - **Example:**  
*PROF\_MG001100\_CodingInt\_SCANHealth1\_20140531.txt*  
*PROF\_MG001100\_CodingInt\_SCANHealth2\_20140531.txt*

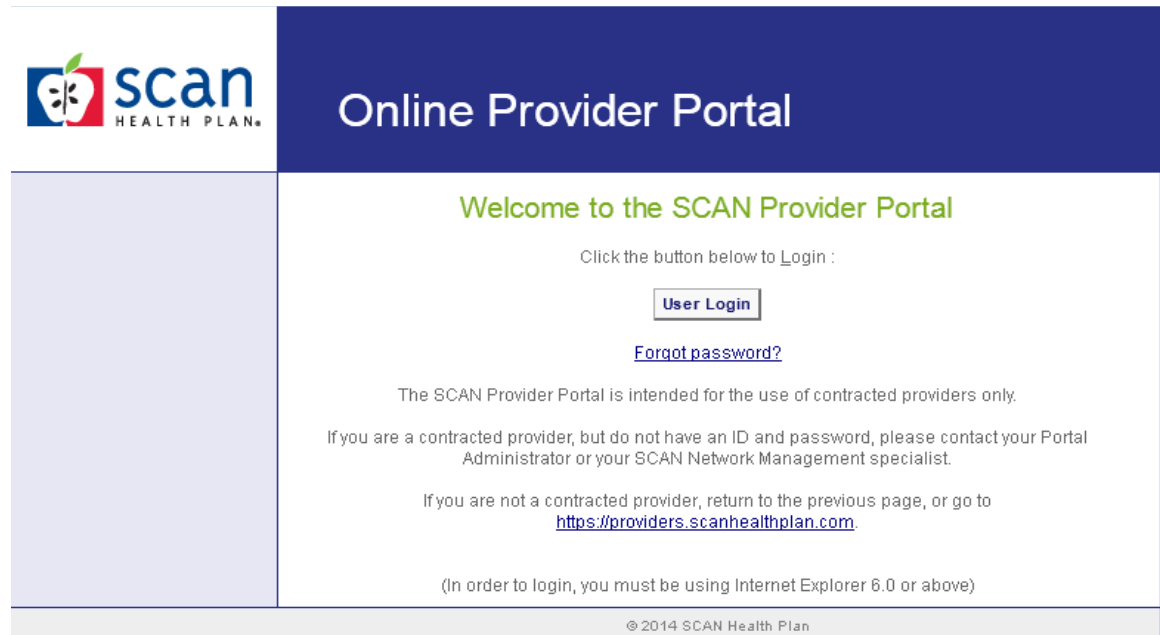
Provider Partners Groups must submit ICE files in .txt format only. (DO NOT USE EXCEL. Excel files are encrypted through the portal site and are unreadable for processing.) All ICE files must be uploaded directly via the SCAN Encounter Data Portal (EDP).

Log onto SCAN EDP via: <https://providerportal.scanhealthplan.com/SHD/> (Figure 1)

1. Logon credentials can be requested by sending an email to the Provider Portal team:  
[ProviderPortal@scanhealthplan.com](mailto:ProviderPortal@scanhealthplan.com)

2. If you require help with your logon information, you should first reach out to your team's portal administrator. Your administrator has additional access to SCAN's portal to make updates to user rights

**Figure 1**




To view the Encounter Data Portal (EDP), select the Encounters Module (Figure 2)

**Figure 2**



- Once in EDP, depending on your user rights, the File Transmission option will be available to be selected

**Figure 3**

	<h1 style="margin: 0;">Online Provider Portal</h1>
<ul style="list-style-type: none"> <li><a href="#">Home</a></li> <li><a href="#">Encounter Work List</a></li> <li><a href="#">Encounter Summary</a></li> <li><a href="#">Encounter Search</a></li> <li><a href="#">File Transmission</a></li> <li><a href="#">Full Encounter Data</a></li> <li><a href="#">Portal Guide</a></li> <li><a href="#">Log out</a></li> </ul>	<p style="color: white; margin: 0;">John Doe</p>
	<h2 style="color: green; margin: 0;">Welcome to SCAN's Encounter Data Portal!</h2> <p style="margin: 10px 0;">This unique portal will provide you insight and access into the entire encounter data processing life cycle at SCAN. With this tool you can track, research, and reconcile your encounters as they flow from DDD to SCAN to CMS.</p> <p style="margin: 10px 0;">SCAN created this portal based on overwhelming requests from our provider partners, and we look forward to hearing your feedback as we shape future version of this Encounter Data Portal.</p> <h3 style="margin: 10px 0;">Encounter Data functionality:</h3> <ul style="list-style-type: none"> <li>• Encounter Data Summary             <ul style="list-style-type: none"> <li>○ Track the entire life cycle of encounter data from input to SCAN through transmission to CMS including errors and filtering within this process.</li> <li>○ Download detailed encounter lists including those in an error status into SCAN's direct submission format for easy correction and resubmission to SCAN.</li> <li>○ Ability to reconcile encounters by batch number or date of service range.</li> </ul> </li> <li>• Encounter Data Search             <ul style="list-style-type: none"> <li>○ Search for encounter data for special analysis projects or individual inquiries into an encounter.</li> <li>○ View current status of each diagnosis on an encounter and the active mapping to an HCC code.</li> <li>○ Ability to correct a submitted encounter by adding or deleting a diagnosis.</li> </ul> </li> <li>• File Transmission             <ul style="list-style-type: none"> <li>○ Securely upload alternative submission encounter data files to SCAN via the portal instead of encrypt and email!</li> </ul> </li> <li>• <span style="color: red;">Encounter Work List</span> <ul style="list-style-type: none"> <li>○ <span style="color: red;">View and fix errors in encounters rejected by SCAN or CMS and submit them to SCAN for automatic resubmission to CMS.</span></li> </ul> </li> </ul>
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Home
Encounter Work List
Encounter Summary
Encounter Search
<b>File Transmission</b>
Full Encounter Data
Portal Guide
Log Out

- This module allows you to upload your encounter data files to SCAN via a secure portal. In addition, this module allows you to download reference documents created by the SCAN Encounter Data Team

Once the File Transmission is selected, you have two options (**Figure 4**)

#### FILE UPLOAD

1. Use the File Upload tab to upload your ICE encounter data files to SCAN
2. Please do not encrypt or password-protect your file as this is a secure portal; doing so will prevent a successful file upload
3. See section 3.1 How to Upload Encounter Data Files to SCAN

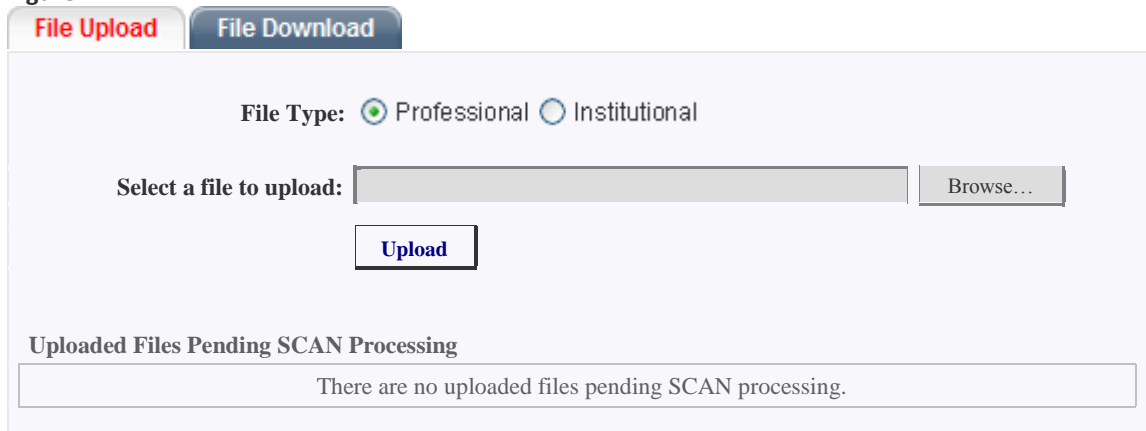
#### FILE DOWNLOAD

1. Use the File Download tab to download reference documents. Here you can access the ICE file specifications for both Professional and Institutional files along with their respective templates
2. Select the Download link to the left of the name of the file you want to download. The message "Please Wait..." is displayed while the document becomes available. You will be able to Open, Save, or Cancel a file download via a dialog panel
3. To view the file immediately, select the Open button
4. To save the file to your PC for viewing at a later time, select the Save button
5. To cancel the download, select the Cancel button

## 3.1 How to Upload Encounter Data Files to SCAN

1. Use the File Upload tab to upload your ICE encounter data files to SCAN

**Figure 4**



The default tab for File Transmission is **File Upload**. The default file type for upload is **Professional**.

1. Select the radio button for **Institutional** if you want to upload a file for institutional encounters
  2. Select the **Browse** button to search for the desired file on your computer
- Alternatively, if you know the name of the file you want to upload, type the name of the file in the **Select a file to upload** field. See **Figure 5** for an example

**Figure 5**

**File Type:** ☒ Professional ☐ Institutional

**Select a file to upload:**

3. Once you are ready to transmit the file to SCAN, select the **Upload** button
  - The message, “**Please wait...**” will be displayed on the **Upload** button as the file is uploaded (transmitted) to SCAN
  - Upon completion, the message, “**Upload Process Completed Successfully**”, is displayed below the **Upload** button
  - The upload is confirmed in the table “**Uploaded Files Pending SCAN Processing**”, as shown in **Figure 6**

**Figure 6**

**File Type:** ☒ Professional ☐ Institutional

**Select a file to upload:**

**Upload Processing Completed Successfully**

**Uploaded Files Pending SCAN Processing**

<u>File Name</u>	<u>File Type</u>	<u>Uploaded Date</u>	<u>Status</u>	<u>Last Modified Date</u>
professional_encounter_data_2009-01-15.csv	Professional	01/15/2009 10:14:30	File Pending	01/15/2009 10:14:30
institutional_encounter_data_2009-01-15.csv	Institutional	01/15/2009 10:25:00	File Pending	01/15/2009 10:25:00
⋮	⋮			⋮

### How to Confirm that Your Uploaded Files Have Been Processed

As each file uploaded is processed by SCAN, the table of uploaded files is updated to show its status, as shown in **Figure 7**

An uploaded file can have one of five statuses:

Status	Meaning
File Pending	Request for upload has been received; file is pending upload.
File Processing	File is being uploaded now.
File Processed	File has been uploaded.
File Denied	File was rejected for upload. <b><i>(You must review your file against SCAN file specs. Make needed corrections and re-upload to SCAN)</i></b>
File Exception	File is being reviewed by SCAN staff.

**Figure 7**

File Upload

File Download

File Type:
☒ Professional
☐ Institutional

Select a file to upload:

Browse...

Upload

Upload Processing Completed Successfully

Uploaded Files Pending SCAN Processing

<u>File Name</u>	<u>File Type</u>	<u>Uploaded Date</u>	<u>Status</u>	<u>Last Modified Date</u>
professional_encounter_data_2009-01-15.csv	Professional	01/15/2009 10:14:30	File Processed	01/15/2009 10:14:30
institutional_encounter_data_2009-01-15.csv	Institutional	01/15/2009 10:25:00	File Pending	01/15/2009 10:25:00
:	:			:

## 4.0 Tips before Uploading an ICE File to SCAN

1. The file must be smaller than 5MB (files larger than 5MB will NOT process but will fail; you will need to break the file down into smaller files and resubmit)
2. The files cannot be password protected nor encrypted
3. The template must be followed - this is a fixed template; it cannot be changed
  - a. The same columns are used and are in the same order
  - b. The data supplied within the columns must meet the specs
  - c. If the data does not meet the spec criteria, the file will error out due to an invalid/incorrect format
  - d. Please refer to the SCAN ICE File Specification guide for Professional or Institutional and adjust your data accordingly
  - e. Do not add any extra spaces, extra digits or hide data

4. Provider Partners will see the file status of '**File Processed**' for a successful transmission. This message indicates the file passed through syntax validation and is waiting to be processed in SCAN's encounter data processing system
5. Provider Partners will see the file status of '**File Denied**' for an unsuccessful transmission. This message indicates that the file failed the transmission process and needs to be reviewed by the Provider Partner against the SCAN ICE File Specifications. The failure may be for multiple reasons including:
  - a. The data format does not meet the SCAN ICE File Specifications
  - b. The file name and file extension need to meet SCAN ICE File Specifications
  - c. The file may be encrypted or zipped which caused the file to be Denied
  - d. The file is too large and needs to be broken out into smaller files
6. If a file remains in a File Denied status for over two business days, SCAN will reach out to confirm that someone is working the file to re-upload or to determine if the file should be deleted

## 5.0 SCAN CONTACT INFORMATION

SCAN CONTACTS			
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Encounters	Encounters e-mail		<a href="mailto:encounters@scanhealthplan.com">encounters@scanhealthplan.com</a>
Portal Services	Help Desk	(888) 568- 7226	<a href="https://ProviderPortal.scanhealthplan.com">https://ProviderPortal.scanhealthplan.com</a>