

FAQ_SCAN ICE Files.xlsx

| No. | Question | Answer |
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| 1 | How does SCAN identify professional vs institutional encounter types? Can I send Professional and Institutional encounter data in one file? | Professional data must be sent separate from Institutional data. Each encounter type has its own specification document with different field requirements. In addition, each file must be identified with either a PROF or INST file within the file naming convention as well as through the upload in the Encounter Data Portal where you must select either the Professional or Institutional radio button prior to uploading for submission. |
| 2 | What is SCAN's file naming convention? | <p>Please note that effective 10/01/2016, SCAN requires the following ICE file naming convention: ProviderType_SubmitterID_Label_MedicalGroupName_YYYYMMDD.txt</p> <p><i>Example:</i> Prof_M001234_TEST_XYZ_20140625.txt</p> <p>If this naming convention is not followed, the file will be denied. The file will need to be corrected and resubmitted. Please see the NEW_SCAN ICE File Specification documents for more guidance.</p> |
| 3 | What are the ICE file size limitations? How do I submit a file that exceeds this size limitation? | <p>The current ICE file upload limitation is 5MB. For files that are larger than 5MB, please break out the file and submit separately. To identify the breakouts and manage the files, use a numbering sequence (e.g. 1, 2, 3, ect.) after the "MedicalGroupName" portion of the file name as shown below:</p> <p><i>Example:</i> Prof_M001234_CodingInt_XYZ 1_20140625.txt Prof_M001234_CodingInt_XYZ 2_20140625.txt</p> |
| 4 | How do I identify DX codes that need to be deleted? | A DX code that requires deletion must be flagged with a delete indicator by placing a value = D in the DELETE_IND field. |
| 5 | If I identify DX codes that need to be deleted, what encounters are affected by the deletion? | Only those DX codes with a value = D in the DELETE_IND field for that specific visit will be deleted. |
| 6 | For Situational or Optional fields, if data does not exist, does SCAN still require the minimum length described in the specification document? (Example: ICD_CODE2 states 'Min Length' = 3) | Please DO NOT enter any spaces for this situation. Since these are Optional or Situational fields, leave them blank. SCAN's system will read single/multiple spaces as data and the file will be denied. The file will have to be corrected and resubmitted. |

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| 7 | Can I leave out the Situational or Optional fields from the file that will be submitted? | This is a fixed file and therefore you need to submit all fields. If you do not have data to populate in the Situational or Optional fields, then leave it blank. |
| 8 | Where do I submit an ICE test file? | <p>Do NOT use the SCAN Encounter Data Portal for test files. The portal is for PRODUCTION files only.</p> <p>ICE test files must be submitted securely. In order to submit an ICE test file, please email Encounters_Operations@scanhealthplan.com to notify the encounter team of your intention to submit a test file. A member of the SCAN encounter data team will respond via secure email; once a secure email connection has been established, you may attached and send the ICE test file in the response to the secure email.</p> |
| 9 | How do I identify an ICE file for testing? | Please email Encounters_Operations@scanhealthplan.com to notify the SCAN encounter team of your intention to submit a test file. |
| 10 | I need to submit ICE files to SCAN to add additional DX codes or delete DX codes previously submitted. How do I proceed? | <p>First, we ask that you please review SCAN's ICE specification docs, templates, Instruction Guide and FAQ doc. If you do not have these, please request a copy of each from the SCAN encounter data team.</p> <p>Once you have reviewed all the documentation, you may send a test file via secure email with details regarding your intent to complete enrollment and testing. Once SCAN receives your ICE test files and confirms success in meeting the required specs, you will then be ready to submit ICE files.</p> |
| 11 | When can I start submitting ICE files in the new format? | SCAN's encounter system can only accept one ICE file format. The last format change was made on 07/28/14. If you have not tested with the latest format, please reach out to the SCAN encounter data team to get started. |
| 12 | Are Provider Partners required to transmit specialty codes? | No, SCAN can derive the specialty code from the Rendering NPI for Professional and from the Servicing NPI for Institutional. Please ensure at least one of those fields are populated correctly. |
| 13 | What type of value do you expect to see in CPT_CODE_DX_POINTER? | SCAN expects a number. The Diagnosis Pointer refers to the line number from the DX codes listed in the encounter that relate to the reason as to why the service was performed. |
| 14 | Is the submitter ID assigned by SCAN? What number should Provider Partners enter in MBR_SITE_NBR? | Yes, SCAN assigns a Submitter ID to each provider partner. This Submitter ID should be entered in MBR_SITE_NBR. |

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| 15 | For the PLACE_OF_SERVICE column, are Provider Partners using place of service codes from coding on claim forms? | The place of service code is the national standard place of service codes used in a 5010 file. Please use the link below to get a list of valid values: http://www.cms.gov/Medicare/Coding/place-of-service-codes/Place_of_Service_Code_Set.html |