

We heal and inspire the human spirit.				
То:	Direct PCPs			
From:	IEHP – Provider Relations			
Date:	March 2, 2023			
Subject:	Encounter Data Submission Enhancements – Live Now!			

Inland Empire Health Plan (IEHP) has made enhancements to our **Encounter Data** tab, allowing for **VOIDING** and **EDITING** of encounter submissions on the Provider Portal.

1. To Edit or Void an Encounter, click "Status" under the Encounter tab.



2. The search box will default to Member ID, but you can also search by Encounter ID.

Encounter Status

The Encounter Data Report displays encounters submitted to IEHP for Members.

Please note: Providers will only be able to see the status of encounters submitted via IEHP's online encounter entry form, not encounters that were submitted through a claim, IPA or clearinghouse.

In addition to viewing the status of submitted encounters, you also can edit/resubmit or void existing submissions. To learn more, access the Encounter Training Guide (PDF).



- 3. Once you find the encounter, confirm if the encounter is eligible for editing. A green lock indicates it is eligible, a red lock indicates the encounter has already been voided and cannot be altered.
- **4. Void**: To void, click the blue magnifying glass to access the encounter.



5. Note this specific encounter is confirmed "voidable" and has a green lock. Click the red VOID button.



6. To void, click "VOID"

Encounter Void Confirmation

Are you sure you want to void this encounter form (#19710)?

If voided, this encounter will be erased.

If changes are needed on the original encounter, click EDIT/RESUBMIT.



7. Edit: To edit an encounter, please make any needed changes to the Diagnosis Codes and/or Visit information and click RESUBMIT. Up to 50 visits/encounters can be added for a member at a time.

urrent ICD List:		New ICD List:	
ICD 1:	C94.20	ICD 1:	C94.2
ICD 2:	A39.52	ICD 2:	A39.5
riginal Encounter:		New Encounter:	
sit 1: DOS From:	03/06/2022	DOS From:	02/08/202
DOS To:	03/06/2022	DOS To:	03/06/202
	No, koop origi	inal oncounter	

8. Review the changes. A pop -up will display the original "current" submission and the edited or "new" submission. If the edited "new" submission is not correct, click outside the box to make additional updates. Once updates are correct, choose to keep the original encounter or replace with new edited encounter.

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	The new encounter (ID: 19711) has been submitted	
	successfully!	
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If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email <u>ProviderServices@iehp.org.</u>

As a reminder, all communications sent by IEHP can also be found at: <u>www.iehp.org</u> > For Providers > Plan Updates > Correspondence