



GlobalHealth

GlobalHealth Holdings

Quality Portal – Encounter Submissions

External Users – User Guide

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Contents

- OBJECTIVE 3
- Access Quality Portal..... 3
- Encounter Submissions – Compliance 3
 - Submit Encounter – To make the member compliant. 4
 - Void Encounter (Compliance) 8
 - Submit Encounter – To exclude the member from a measure 10
 - Void Encounter - Exclusion..... 15
- External Users Encounter Status Flows 17
 - External Users=>Measures Required: Pending Review (Scanning in progress.)..... 17
 - External Users=>Measures Required: Pending Review 19
- External Users=>Review Encounters 21
 - External Users=>Review Encounters=>In Process 22
 - External Users=>Review Encounters=>Approved..... 23
 - External Users=>Review Encounters=>Denied 24
 - External Users=>Review Encounters=>Voided 25
- External Users=>Review Encounters=>Search 26
 - Search by Entity 26
 - Search by Member Number/Name..... 27
 - Search by Measure Name 28
 - Search by Encounter Status 29
 - Search by Encounter Submitted Date 30
 - Search by Date of Service..... 31
 - Search by Encounter ID..... 32
 - Search by Encounter Type..... 33

OBJECTIVE

The goal of this user guide is to provide step-by-step instructions to make the external users understand the process of submitting the Encounters for making the members compliant for the measure and/or excluding the member from the measure, voiding the encounters, and reviewing the submitted encounters.

Access Quality Portal:

1. Access <https://qualityportal.globalhealthportals.com/> URL.
2. Login into system with valid user credentials.

Encounter Submissions –Compliance

External user can submit the encounter submission – compliance for the members’ measures with supported documents in PDF, JPG & TIF files with valid service descriptions and diagnosis code.

Note:

- Service Description 1 field is a type ahead mandatory field should accept the following data:
- Service Description 2 is a type ahead non-mandatory field and enabled only for CBP measure.
- Diagnosis field will be enabled only for COL, EED, FMC, OMW measures and should accept following values:
Note: For other measures, Diagnosis field will be disabled.
- POS field will be enabled only for FMC measure and it will accept only place of service codes.
- Encounter Submission – Compliance can be submitted for all the measures except PCR measure.

Compliance	BCS	CBP	COL	EED	FMC	HBD	OMW	TRC	SPC
Service Description 1	Enabled	Enabled	Enabled	Enabled	Enabled	Enabled	Enabled	Enabled	Enabled
	Required	Required	Required	Required	Required	Required	Required	Required	Required
Service Description 2	Disabled	Enabled	Disabled	Disabled	Disabled	Disabled	Disabled	Disabled	Disabled
	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
Diagnosis Code	Disabled	Disabled	Enabled	Enabled	Enabled	Disabled	Enabled	Disabled	Disabled
	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
	Disabled	Disabled	Disabled	Disabled	Enabled	Disabled	Disabled	Disabled	Disabled
Place of Service	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required

For Compliance, below are the list of service codes that are applicable for each measure and each field in the encounter submission screen.

Measure	Service Description 1	Service Description 2	Diagnosis Code	Place of Service
BCS	CPT	N/A	N/A	N/A
CBP	CPT II	CPT II	N/A	N/A
COL	CPT, HCPCS	N/A	ICD9	N/A
EED	CPT, CPT II, HCPCS	N/A	ICD10CM, ICD10PCS	N/A
HBD	CPT, CPT II	N/A	N/A	N/A
FMC	CPT, HCPCS, SNOMED CT US Edition, UBREV	N/A	ICD10PCS	POS
OMW	CPT, HCPCS, RxNorm	N/A	ICD10PCS, ICD9PCS	N/A
SPC	RxNorm	N/A	N/A	N/A
TRC	CPT, CPT II	N/A	N/A	N/A

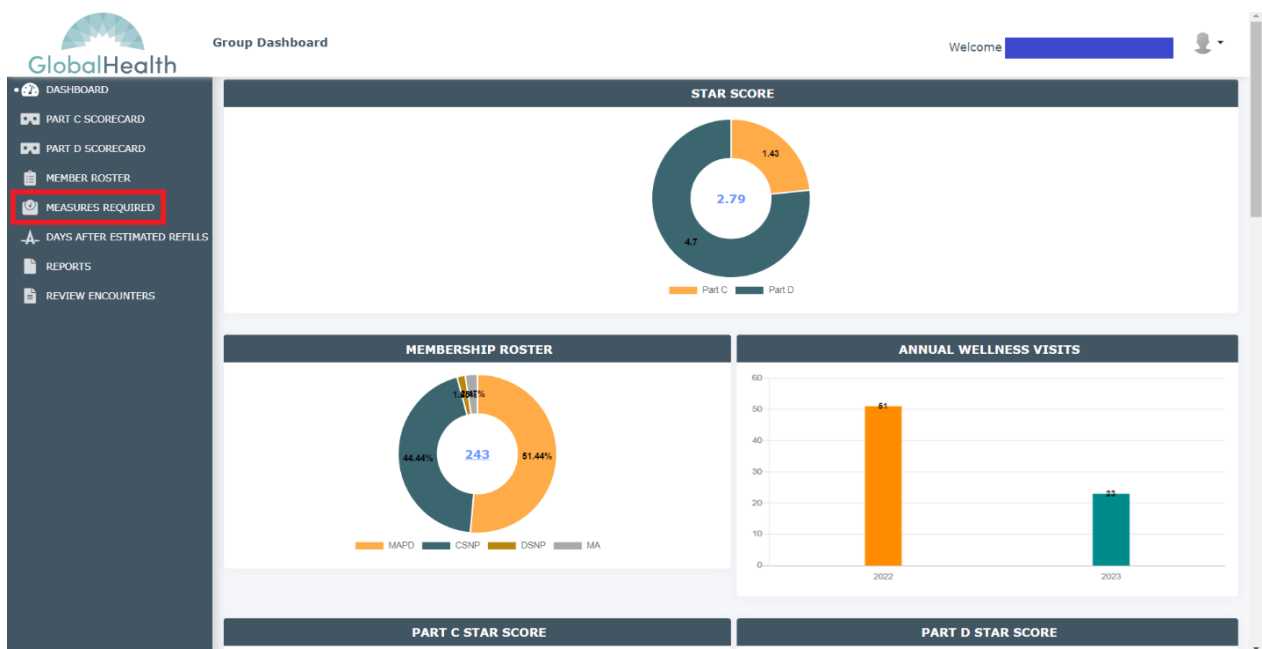
Encounter Submission for Compliance is not applicable for PCR.

Submit Encounter – To make the member compliant.

External User can submit encounters for the member’s open measures. This process will elaborate the submitting the Compliance encounter submission.

Steps:

1. Login to the application.
2. Click on **MEASURES REQUIRED** side navigation menu link from side navigation menu.



3. Enter required search criteria.

Encounter Submissions - External users PLEASE DO NOT DISTRIBUTE Last Updated Date: 07/05/2023.

- Click on Search button.
- Click on Submit link present under Encounter Submission column from the results

GlobalHealth Group Dashboard

MEASURES REQUIRED

Member Measures

Portal Last Refresh Date: 06/29/2023

IPA: --Select-- Group: Norman Regional Health System (NHL) PCP: --Select--

Member ID: Member Name:

Measure: Buckets: --Select--

Search Clear

Export to CSV

Showing 1 to 20 record(s) of 349.

Member ID	Member Name	Measure Name	Event Date	Status	Encounter Submission
		CBP	N/A	Open	Pending Review
		COL	N/A	Open	Submit
		PCR	01/25/2023	Open	Submit
		SPC	N/A	Open	Submit
		TRC NIA	01/25/2023	Open	Pending Review

- Select the radio button “Submit encounter to make the member compliant”

GlobalHealth Group Dashboard

ENCOUNTER SUBMISSION

Submit encounter to make the member compliant

Submit encounter to exclude member from this measure

MEMBER NAME: [Redacted]

MEASURE: COL EVENT DATE: N/A

Date of Service *

MM/DD/YYYY

Select date between 01/01/2014 - 12/31/2023

Service Description *

Type min 3 characters here to search by code or definition

Diagnosis Code

Type min 3 characters here to search by code or definition

Place of Service

Type min 3 characters here to search by code or definition

Encounter Document *

Choose File No file chosen

Maximum file size limit is 10 MB.

Document Comment(s) *

Enter comment(s) here.
Example: 'Supporting documentation can be found on page 12.'

I do hereby attest that this coding entry accurately reflects notations made in treatment and diagnosis for the listed Medicare beneficiary in the attached medical

- Select Date of Service.
- Search and select Service Description.
- Select a file into the Encounter Document field. [Formats Accepted: PDF, JPG, TIF]
- Enter Document Comments.
- Select acceptance check box.
- Click on the Submit button.

Note: Submit button gets enabled only after entering / selecting data into all mandatory fields and selecting the acceptance note check present in the Encounter Submission popup.

ENCOUNTER SUBMISSION ✕


Submit encounter to make the member compliant

Submit encounter to exclude member from this measure

MEMBER NAME:

MEASURE: COL **EVENT DATE:** N/A

Date of Service *



Select date between 01/01/2014 - 12/31/2023

Service Description *

Diagnosis Code

Place of Service

Encounter Document *

Maximum file size limit is 10 MB.

Document Comment(s) *

I do hereby attest that this coding entry accurately reflects notations made in treatment and diagnosis for the listed Medicare beneficiary in the attached medical record. I do hereby attest that this information is true, accurate and complete to the best of my knowledge and I understand that intentional falsification could be subject to administrative, civil, or criminal liability.

Submit

13. Click on the Close button from the confirmation message popup.

ENCOUNTER SUBMISSION CONFIRMATION ✕

GlobalHealth has received your encounter

Your Encounter ID is [REDACTED]

Please allow 15 business days for the GlobalHealth STARS team to process the submission

See the **Review Encounters** to find the status of encounters

Thank You for using the GlobalHealth Quality Portal!

Close

Once user clicks on Close button from the confirmation message popup, **Submit** button link text gets turned out to be “**Pending Review**”.

NOTE: No action is needed. GlobalHealth team is responsible for reviewing and processing the encounter records.

MEASURES REQUIRED

Member Measures Portal Last Refresh Date: 06/29/2023

IPA: --Select-- Group: Norman Regional Health System (NHL) PCP: --Select--

Member ID: [REDACTED] Member Name: [REDACTED]

Measure: --Select-- Buckets: --Select--

Search **Clear** [Export to CSV](#)

Showing 1 to 20 record(s) of 349.

Member ID	Member Name	Measure Name	Event Date	Status	Encounter Submission
[REDACTED]	[REDACTED]	CBP	N/A	Open	Pending Review
[REDACTED]	[REDACTED]	COL	N/A	Open	Pending Review
[REDACTED]	[REDACTED]	PCR	01/25/2023	Open	Submit
[REDACTED]	[REDACTED]	SPC	N/A	Open	Submit
[REDACTED]	[REDACTED]	TRC NIA	01/25/2023	Open	Pending Review

Void Encounter (Compliance)

When an external user submits an encounter record with any incorrect details and/or doesn't want to get the encounter record processed by internal users, user can void/cancel the submitted encounter before internal user processes the first round of review.

Steps:

1. Login to application.
2. Click on “**MEASURES REQUIRED**” side navigation menu link from side navigation menu.
3. Enter required search criteria (Search for records that have Encounter Submission - Compliance status as “Pending Review”).
4. Click on “**Pending Review**” link from the record.

ENCOUNTER SUBMISSION ✕

Submit encounter to make the member compliant

Submit encounter to exclude member from this measure

MEMBER NAME: [REDACTED]

MEASURE: COL **EVENT DATE:** N/A

ENCOUNTER ID: [REDACTED]

Date of Service

07/04/2023

Service Description

44388 - CPT - Colonoscopy

Diagnosis Code

[REDACTED]

Place of Service

[REDACTED]

Encounter Document

pdf.pdf

Document Comment(s)

Document comment given by external user

Submitted By: [REDACTED] Submitted On: 07/04/2023 02:45

Void Encounter

5. Click on “Void Encounter” button.
6. Click on “Yes, Void Encounter” button.

Upon confirming Void Encounter action:

- Pending Review link text from Measures Required screen gets turned out to be Submit.
- Record status in Encounter Review screen will be set to Voided.

The screenshot displays the 'Group Dashboard' interface. On the left is a navigation menu with options like 'DASHBOARD', 'PART C SCORECARD', 'PART D SCORECARD', 'MEMBER ROSTER', 'MEASURES REQUIRED', 'DAYS AFTER ESTIMATED REFILLS', 'REPORTS', and 'REVIEW ENCOUNTERS'. The main content area is titled 'Encounter Review' and contains a search form. The form has several dropdown menus and date pickers. Below the form are 'Search' and 'Clear' buttons. A table below the form shows one record with the status 'Voided' highlighted in a red box. At the bottom of the dashboard, there is a disclaimer: 'This portal only shows current, active members with GlobalHealth. Counts and compliance rates may differ slightly from the actual member count and the compliant member count received from our HEDIS vendor(s).' and a copyright notice: '© 2023 - GlobalHealth Holdings, LLC'.

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
[Redacted]	[Redacted]	COL	N/A	Compliance	07/04/2023	Voided	

Note: Once an external user submits an encounter and a GlobalHealth user approves the encounter, then the Void Encounter option is not available for external user(s).

Submit Encounter – To exclude the member from a measure.

External user can submit the encounter submission – Exclusion for the members’ open measures with supported documents in PDF, JPG & TIF files with valid service descriptions and diagnosis code.

Notes:

1. Diagnosis Code 1 is a mandatory type ahead field for all measures except TRC (All TRC subsets), OMW and FMC measures.
2. Diagnosis Code 1 will be disabled for TRC (All TRC subsets), OMW and FMC measures.
3. Diagnosis Code 1 should accept ICD9PCS, ICD10PCS or ICD10CM values.
4. Diagnosis Code 2 is a non-mandatory type ahead field for all measures except TRC (All TRC subsets), OMW and FMC measures.
5. Diagnosis Code 2 will be disabled for TRC (All TRC subsets), OMW and FMC measures.
6. Diagnosis Code 2 should accept ICD9PCS, ICD10PCS or ICD10CM values.
7. Service Description is a non-mandatory type ahead field for all measures except TRC (All TRC subsets), OMW and FMC measures.
8. Service Description will be a mandatory field for TRC (All TRC subsets), OMW and FMC measures.
9. Service Description should accept CPT, HCPCS, RXNORM, or SNOMED values.

Exclusion	BCS	CBP	COL	EED	FMC	HBD	OMW	TRC	SPC
Diagnosis Code 1	Enabled	Enabled	Enabled	Enabled	Disabled	Enabled	Disabled	Disabled	Enabled
	Required	Required	Required	Required	Not Required	Required	Not Required	Not Required	Required
Diagnosis Code 2	Enabled	Enabled	Enabled	Enabled	Disabled	Enabled	Disabled	Disabled	Enabled
	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required	Not Required
Service Description	Enabled	Enabled	Enabled	Enabled	Enabled	Enabled	Enabled	Enabled	Enabled
	Not Required	Not Required	Not Required	Not Required	Required	Not Required	Required	Required	Not Required

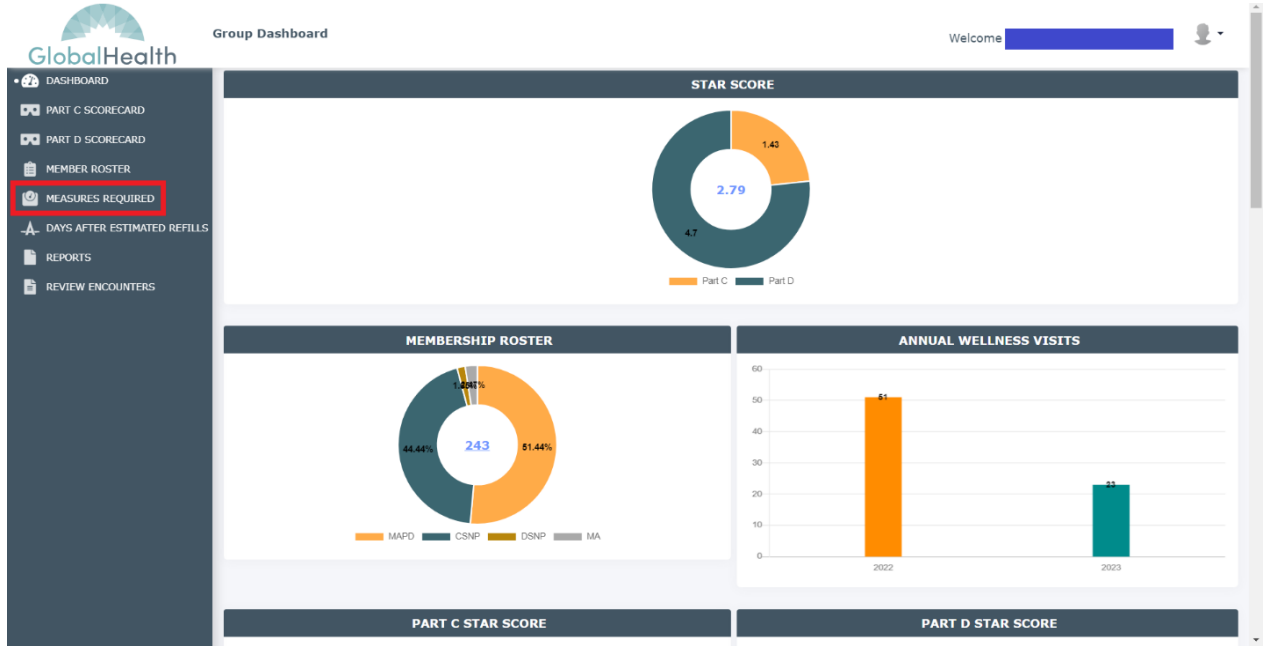
Codes to be accepted in each field per each measure is listed in below table:

Measure	Diagnosis Code 1	Diagnosis Code 2	Service Description
BCS	ICD10CM, ICD10PCS, ICD9PCS	ICD10CM, ICD10PCS, ICD9PCS	CPT, HCPCS, RxNorm
CBP	ICD10CM, ICD10PCS, ICD9PCS, ICD9CM	ICD10CM, ICD10PCS, ICD9PCS, ICD9CM	CPT, HCPCS, RxNorm
COL	ICD10CM, ICD10PCS, ICD9PCS, ICD9CM	ICD10CM, ICD10PCS, ICD9PCS, ICD9CM	CPT, HCPCS, RxNorm
EED	ICD10CM	ICD10CM	CPT, HCPCS, RxNorm
HBD	ICD10CM	ICD10CM	CPT, HCPCS, RxNorm
FMC	N/A	N/A	CPT, HCPCS
OMW	N/A	N/A	CPT, HCPCS, RxNorm
SPC	ICD10CM, ICD10PCS, ICD9PCS, ICD9CM	ICD10CM, ICD10PCS, ICD9PCS, ICD9CM	CPT, HCPCS, RxNorm
TRC	N/A	N/A	CPT, HCPCS

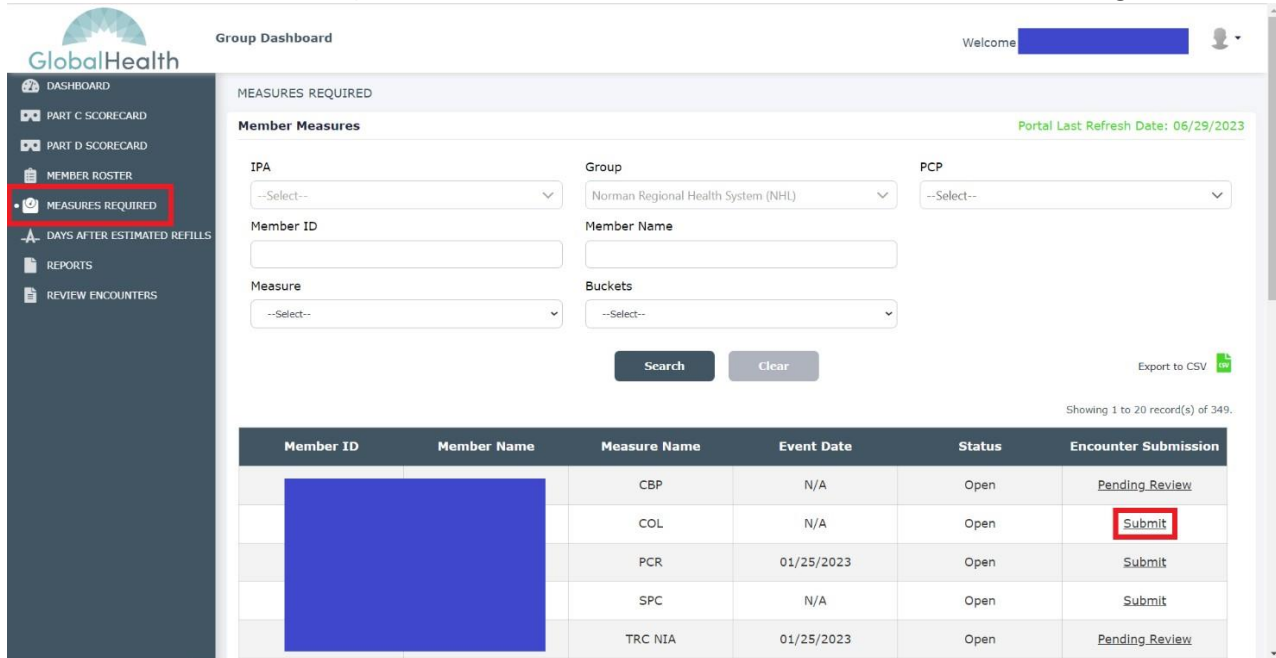
PCR	ICD10CM, ICD10PCS, ICD9PCS	ICD10CM, ICD10PCS, ICD9PCS	CPT, HCPCS
-----	----------------------------	----------------------------	------------

Steps:

1. Login to the application.
2. Click on **MEASURES REQUIRED** side navigation menu link from side navigation menu.



3. Enter required search criteria.
4. Click on Search button.
5. Click on Submit link present under Encounter Submission column from the results grid.



6. Select **Submit encounter to exclude member from this measure** option radio button in the encounter submission pop up.

ENCOUNTER SUBMISSION ✕

Submit encounter to make the member compliant
 Submit encounter to exclude member from this measure

MEMBER NAME: [REDACTED]
MEASURE: COL **EVENT DATE:** N/A

Date of Service *

MM/DD/YYYY
📅

Diagnosis Code1 *

Type min 3 characters here to search by code or definition

Diagnosis Code2

Type min 3 characters here to search by code or definition

Service Description

Type min 3 characters here to search by code or definition

Encounter Document *

Choose File
No file chosen

Maximum file size limit is 10 MB.

Document Comment(s) *

Enter comment(s) here.
Example: 'Supporting documentation can be found on page 12.'

I do hereby attest that this coding entry accurately reflects notations made in treatment and diagnosis for the listed Medicare beneficiary in the attached medical record. I do hereby attest that this information is true, accurate and complete to the best

7. Select Date of Service.
8. Search and select Service Description.
9. Search and select Diagnosis Code1 and Diagnosis Code 2.
10. Select a file into the Encounter Document field. [Formats Accepted: PDF, JPG, TIF]
11. Enter Document Comments.
12. Select acceptance check box.
13. Click on the Submit button.

Note: Submit button gets enabled only after entering / selecting data into all mandatory fields and selecting the acceptance note check present in the Encounter Submission popup.


ENCOUNTER SUBMISSION ✕

Submit encounter to make the member compliant
 Submit encounter to exclude member from this measure

MEMBER NAME: [REDACTED]

MEASURE: COL **EVENT DATE:** N/A

Date of Service *

07/04/2023 

Diagnosis Code1 *

0DTE0ZZ - ICD10PCS - [0DTE0ZZ] Resection of Large Intestine, Op.

Diagnosis Code2

0DTE0ZZ - ICD10PCS - [0DTE0ZZ] Resection of Large Intestine, Op.

Service Description

44150 - CPT - Total Colectomy

Encounter Document *

Choose File pdf.pdf

Maximum file size limit is 10 MB.

Document Comment(s) *

Comment by Page 1

I do hereby attest that this coding entry accurately reflects notations made in treatment and diagnosis for the listed Medicare beneficiary in the attached medical record. I do hereby attest that this information is true, accurate and complete to the best of my knowledge and I understand that intentional falsification could be subject to administrative, civil, or criminal liability.

Submit

14. Click on the Close button from the confirmation message popup.

ENCOUNTER SUBMISSION CONFIRMATION ✕

GlobalHealth has received your encounter

Your Encounter ID is [REDACTED]

Please allow 15 business days for the GlobalHealth STARS team to process the submission

See the **Review Encounters** to find the status of encounters

Thank You for using the GlobalHealth Quality Portal!

Close

Once user clicks on Close button from the confirmation message popup, **Submit** button link text gets changed to “**Pending Review**”.

NOTE: No action is needed. GlobalHealth team is responsible for reviewing and processing the encounter records.

Void Encounter- Exclusion

When an external user submits an encounter record with any incorrect details and/or doesn't want to get the encounter record processed by internal users, user can void/cancel the submitted encounter before internal user processes the first round of review.

Steps:

1. Login to application.
2. Click on “**MEASURES REQUIRED**” side navigation menu link from side navigation menu.
3. Enter required search criteria (Search for records that have Encounter Submission - Exclusion status as “Pending Review”).
4. Click on “**Pending Review**” link from the record.

ENCOUNTER SUBMISSION ×

Submit encounter to make the member compliant

Submit encounter to exclude member from this measure

MEMBER NAME: [REDACTED]

MEASURE: COL

EVENT DATE: N/A

ENCOUNTER ID: [REDACTED]

Date of Service

07/04/2023

Diagnosis Code1

0DTE0ZZ - ICD10PCS - [0DTE0ZZ] Resection of Large Intestine, Open App...

Diagnosis Code2

45.82 - ICD9PCS - Open total intra-abdominal colectomy

Service Description

44150 - CPT - Total Colectomy

Encounter Document

pdf.pdf

Document Comment(s)

Comment by Page 1

Submitted By: [REDACTED]

Submitted On: 07/04/2023 07:57

Void Encounter

7. Click on “**Void Encounter**” button.
8. Click on “**Yes, Void Encounter**” button.

Upon confirming Void Encounter action:

- Pending Review link text from Measures Required screen gets turned out to be Submit.
- Record status in Encounter Review screen will be set to Voided.

The screenshot displays the 'Encounter Review' interface. The search filters are as follows:

- IPA: --Select--
- Group: Norman Regional Health System (NHL)
- PCP: --Select--
- Member Number/Name: --Select--
- Part C Measure: --Select--
- Encounter Status: Voided
- Encounter Submitted From: MM/DD/YYYY
- Encounter Submitted To: MM/DD/YYYY
- Date of Service: MM/DD/YYYY
- Encounter Type: --Select--
- Encounter ID: [Empty field]

The table below shows the search results:

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
[Redacted]	[Redacted]	COL	N/A	Compliance	07/04/2023	Voided	
[Redacted]	[Redacted]	COL	N/A	Exclusion	07/04/2023	Voided	

Showing 1 to 2 record(s) of 2.

This portal only shows current, active members with GlobalHealth. Counts and compliance rates may differ slightly from the actual

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Note: Once an external user submits an encounter and a GlobalHealth user approves the encounter, then the Void Encounter option is not available for external user(s).

External Users Encounter Status Flows

External Users=>Measures Required: Pending Review (Scanning in progress..)

- When user submits an encounter, then “**Submit**” link text gets turned out to be “**Pending Review**”.
- When user uploads a file, submits an encounter, and edits the record by clicking on “**Pending Review**” link from the record, Encounter Submission details popup gets opened.
- When a file is uploaded and encounter is submitted, files undergo scanning process and hence “**Scanning in progress...**” is shown in encounter details popup.
- Files are not viewable or downloadable when scanning is in progress.

ENCOUNTER SUBMISSION ✕

- Submit encounter to make the member compliant
- Submit encounter to exclude member from this measure

MEMBER NAME: [REDACTED]

MEASURE: TRC NIA

EVENT DATE: 04/10/2023

ENCOUNTER ID: [REDACTED]

Date of Service

07/05/2023

Service Description

1111F - CPT - Discharge medications reconciled with the current medicatio...

Diagnosis Code

Place of Service

Encounter Document

pdf.pdf

Scanning in progress..

Document Comment(s)

Comments by External User

Submitted By: [REDACTED]

Submitted On: 07/05/2023 02:02

Void Encounter

ENCOUNTER SUBMISSION



- Submit encounter to make the member compliant
- Submit encounter to exclude member from this measure

MEMBER NAME: [REDACTED]

MEASURE: CBP

EVENT DATE: N/A

ENCOUNTER ID: [REDACTED]

Date of Service

07/05/2023

Diagnosis Code1

0TB00ZZ - ICD10PCS - [0TB00ZZ] Excision of Right Kidney, Open Approach

Diagnosis Code2

[REDACTED]

Service Description

[REDACTED]

Encounter Document

pdf.pdf

Scanning in progress..

Document Comment(s)

Comments by external user

Submitted By: [REDACTED]

Submitted On: 07/05/2023 02:09

Void Encounter

External Users=>Measures Required: Pending Review

- When user submits an encounter and uploaded file is through the scanning process, then “Scanning in process...” label will disappear from the Encounter Submission popup.
- Once the file is through the scanning process and no virus is identified, then the file becomes clickable in Encounter Submission popup.

ENCOUNTER SUBMISSION ×

- Submit encounter to make the member compliant
- Submit encounter to exclude member from this measure

MEMBER NAME: [REDACTED]

MEASURE: CBP

EVENT DATE: N/A

ENCOUNTER ID: [REDACTED]

Date of Service

07/05/2023

Diagnosis Code1

0TB00ZZ - ICD10PCS - [0TB00ZZ] Excision of Right Kidney, Open Approach

Diagnosis Code2

Service Description

Encounter Document

[pdf.pdf](#)

Document Comment(s)

Comments by external user

Submitted By: [REDACTED]

Submitted On: 07/05/2023 02:09

Void Encounter

ENCOUNTER SUBMISSION



Submit encounter to exclude member from this measure

MEMBER NAME: [REDACTED]

MEASURE: CBP

EVENT DATE: N/A

ENCOUNTER ID: [REDACTED]

Date of Service

07/01/2023

Service Description

3074F - CPT - Most recent systolic blood pressure less than 130 mm Hg (D...

Diagnosis Code

[REDACTED]

Place of Service

[REDACTED]

Encounter Document

pdf.pdf

Document Comment(s)

Test

Submitted By: [REDACTED]

Submitted On: 07/03/2023 01:56

Void Encounter

External Users=>Review Encounters

Upon clicking on Review Encounters side navigation user will be navigated to Review Encounters screen.

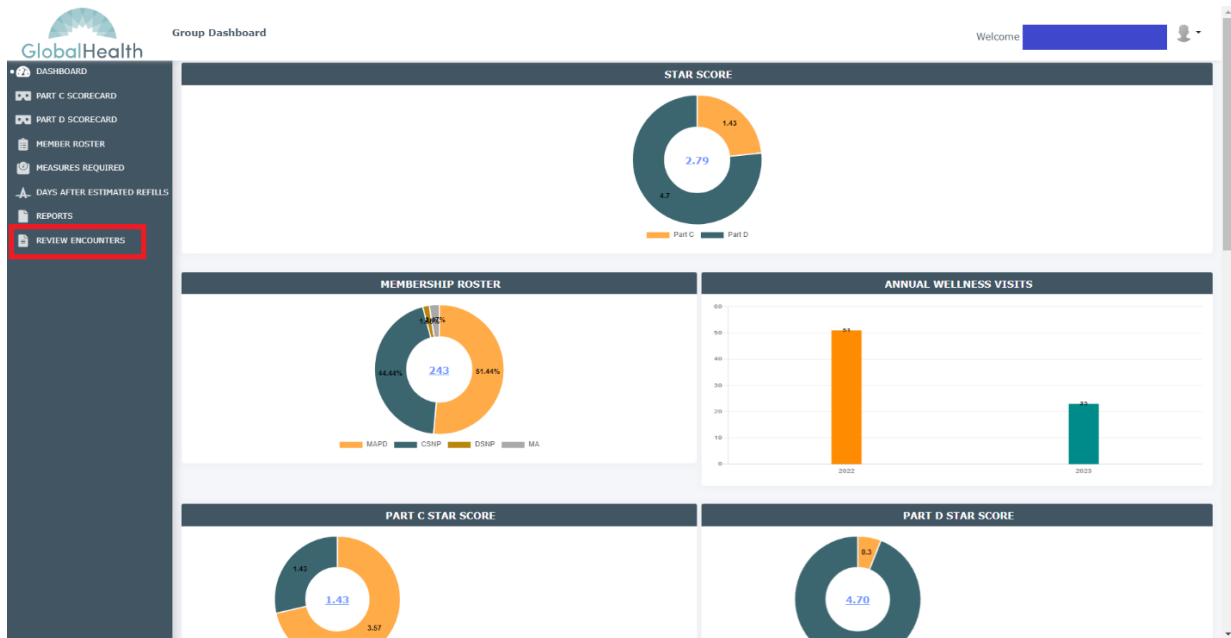
In Review Encounters screen an external user can view the encounters that are submitted by all users from the same entity.

Example: If logged in user is a group user (ABC for example), user can see all the encounter records submitted by other ABC group users.

NOTE: PCP users can view only encounters that are submitted by the individual.

Navigation:

1. Login to the application
2. Click on side navigation menu link “REVIEW ENCOUNTERS”



External Users=>Review Encounters=>In Process

When an external user submits an encounter, then in Review Encounters screen, record will be shown with status of “In Process”.

Encounter records shown with “In Process” status until internal user(s) process the final review of the records with either Approved or Denied, external voids the encounter record.

The screenshot shows the 'Encounter Review' interface. The top navigation bar includes the Global Health logo, 'Group Dashboard', and a user profile. The sidebar on the left lists various dashboard options, with 'REVIEW ENCOUNTERS' highlighted in a red box. The main content area features a search filter section with dropdown menus for IPA, Group (Norman Regional Health System (NHL)), PCP, Member Number/Name, Part C Measure, Encounter Status, Encounter Submitted From, Encounter Submitted To, Date of Service, and Encounter Type. Below the filters are 'Search' and 'Clear' buttons. A table below displays encounter records, with the following data:

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
		CBP	N/A	Compliance	07/03/2023	In Process	
		CBP	N/A	Compliance	07/03/2023	In Process	
		BCS	N/A	Compliance	07/03/2023	In Process	
		BCS	N/A	Exclusion	07/03/2023	In Process	

External Users=>Review Encounters=>Approved

Approved Status is set to encounter records in following scenarios:

When internal users set status as Approved in first two reviews, then encounter record will be set with Approved as a final status.

In the above scenario, encounter records are shown with Approved status in External Users=>Review Encounters screen.

The screenshot shows the 'Encounter Review' interface in the GlobalHealth Group Dashboard. The sidebar on the left has 'REVIEW ENCOUNTERS' highlighted. The main area contains a search form with the following fields:

- IPA: --Select--
- Group: [Selected Group]
- PCP: --Select--
- Member Number/Name: --Select--
- Part C Measure: --Select--
- Encounter Status: **Approved** (highlighted with a red box)
- Date of Service: [Date]
- Encounter Submitted From: [Date]
- Encounter Submitted To: [Date]
- Encounter Type: --Select--
- Encounter ID: [Text]

Buttons for 'Search' and 'Clear' are located below the form. Below the form is a table with the following data:

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
[Redacted]	[Redacted]	CBP	N/A	Compliance	07/03/2023	Approved (highlighted)	approved
[Redacted]	[Redacted]	TRC NIA	01/25/2023	Exclusion	07/03/2023	Approved (highlighted)	Approved

At the bottom of the page, there is a footer: 'This portal only shows current, active members with GlobalHealth. Counts and compliance rates may differ slightly from the actual' and '© 2023 - GlobalHealth Holdings, LLC'.

External Users=>Review Encounters=>Denied

Denied Status is set to encounter records in following scenarios:

When internal users set status as Denied in first review itself, then encounter record will be set with Denied as a final status.

In the above scenario, encounter records are shown with Denied status in External Users=>Review Encounters screen.

The screenshot displays the 'Encounter Review' interface. The 'Encounter Status' dropdown menu is set to 'Denied' and is highlighted with a red box. Below the search filters, a table shows one record with 'Status' set to 'Denied', also highlighted with a red box.

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
		CBP	N/A	Compliance	07/03/2023	Denied	Denied

External Users=>Review Encounters=>Voided

Encounter Records are set with Voided status in following scenarios:

1. When external users explicitly void the submitted encounter records, then the record status is set with Voided as a final status.
2. When a file is uploaded into an encounter and if the file found to be a malicious file during file scanning, then system makes the encounter record as voided.

In both the above scenarios, encounter records are shown with Voided status in External Users=>Review Encounters screen.

Group Dashboard

Welcome [User Name]

Encounter Review

IPA: --Select-- | Group: Norman Regional Health System (NRHS) | PCP: --Select--

Member Number/Name: --Select-- | Part C Measure: --Select-- | Encounter Status: Voided

Encounter Submitted From: MM/DD/YYYY | Encounter Submitted To: MM/DD/YYYY | Date of Service: MM/DD/YYYY

Encounter Type: --Select-- | Encounter ID: [Input Field]

Search Clear

Showing 1 to 2 record(s) of 2.

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
[Redacted]	[Redacted]	COL	N/A	Compliance	07/04/2023	Voided	
[Redacted]	[Redacted]	COL	N/A	Exclusion	07/04/2023	Voided	

This portal only shows current, active members with GlobalHealth. Counts and compliance rates may differ slightly from the actual

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External Users=>Review Encounters=>Search

Search by Entity

When a group user logged into Quality Portal and accesses Review Encounters screen, corresponding entity dropdown list is kept selected with user's entity name and its sub entity dropdown list is kept enabled listing with child entities of logged in user's entities.

Example: If a group user specific to ABC group signed in, then the Group dropdown list will be set with group name ABC and keep PCP dropdown list enabled listing all PCPs associated with ABC group in the dropdown list.

Upon navigating to the Review Encounters screen, the system populates all encounters that are submitted by users that are associated with logged in user's entity.

If user want to view encounters specific to the child entity users (PCPs for Group Users), then user should select a child entity from child entity dropdown list.

Example: if the logged in user is a group user, user can select its associated PCP from PCP dropdown list click on Search button to view all encounters submitted by selected PCP users.

The screenshot displays the 'Review Encounters' interface. The sidebar on the left contains navigation items, with 'REVIEW ENCOUNTERS' highlighted. The main area features a search form with various filters and a table of results. The table has the following data:

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
		CBP	N/A	Compliance	07/03/2023	In Process	
		CBP	N/A	Compliance	07/03/2023	In Process	
		BCS	N/A	Compliance	07/03/2023	In Process	
		BCS	N/A	Exclusion	07/03/2023	In Process	

Search by Member Number/Name

Users can filter encounter records by member number or name.

Steps:

1. Login into system.
2. Click on Review Encounters.
3. Expand Member Number/Name dropdown list.
4. Enter Member ID or Member Name.
5. Select a filtered option from the dropdown list.
6. Click on the Search button.

The screenshot displays the 'Group Dashboard' interface for 'GlobalHealth'. The main section is titled 'Encounter Review' and contains several search filters: IRA, Group (Norman Regional Health System (NHL)), PCP, Member Number/Name (highlighted with a red box), Part C Measure, Encounter Status, Encounter Submitted From, Encounter Submitted To, Date of Service, and Encounter Type. Below the filters are 'Search' and 'Clear' buttons. A table below the form shows 4 records, with the first record highlighted in blue. The table columns are Encounter ID, Member, Measure, Event Date, Encounter Type, Submitted Date, Status, and Decision Notes.

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
177		CBP	N/A	Compliance	07/03/2023	In Process	
188		TRC NIA	01/25/2023	Exclusion	07/03/2023	In Process	
192		COL	N/A	Compliance	07/04/2023	Voided	
197		COL	N/A	Exclusion	07/04/2023	Voided	

Search by Measure Name

Users can filter encounter records by measure name.

Steps:

1. Login into system.
2. Click on Review Encounters.
3. Expand Part C Measure dropdown list.
4. Select a measure name from the dropdown list.
5. Click on the Search button.

The screenshot displays the 'Group Dashboard' interface. On the left is a navigation menu with 'REVIEW ENCOUNTERS' highlighted. The main area contains the 'Encounter Review' form with various filters and a table of results.

Encounter Review Form Fields:

- IPA: --Select--
- Group: [Selected Group]
- PCP: --Select--
- Member Number/Name: --Select--
- Part C Measure: Controlling High Blood Pressure (CBP)
- Encounter Status: --Select--
- Encounter Submitted From: MM/DD/YYYY
- Encounter Submitted To: MM/DD/YYYY
- Date of Service: MM/DD/YYYY
- Encounter Type: --Select--
- Encounter ID: [Input Field]

Table Data:

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
[Redacted]	[Redacted]	CBP	N/A	Compliance	07/03/2023	In Process	
[Redacted]	[Redacted]	CBP	N/A	Compliance	07/03/2023	In Process	
[Redacted]	[Redacted]	CBP	N/A	Exclusion	07/05/2023	In Process	

Search by Encounter Status

Users can search for encounter records by encounter status.

Encounter Status is a multi-select dropdown list. This dropdown list will have following options:

- In Process
- Approved
- Denied
- Voided.

Users can select one or more than one options and perform

search. **Steps:**

1. Login into system.
2. Click on Review Encounters.
3. Expand Part Encounter Status dropdown list.
4. Select status(es) from the dropdown list.
5. Click on the Search button.

The screenshot displays the 'Group Dashboard' for 'GlobalHealth'. The 'Encounter Review' section is active, showing a search form with the following fields:

- IPA: --Select--
- Group: Norman Regional Health System (NHL)
- PCP: --Select--
- Member Number/Name: --Select--
- Part C Measure: --Select--
- Encounter Status: Multi-select dropdown with 'Approved' and 'Voided' selected.
- Encounter Submitted From: MM/DD/YYYY
- Encounter Submitted To: MM/DD/YYYY
- Date of Service: MM/DD/YYYY
- Encounter Type: --Select--
- Encounter ID: [Text Input]

Buttons for 'Search' and 'Clear' are located below the form. Below the form is a table with the following data:

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
		CBP	N/A	Compliance	07/03/2023	Approved	approved
		TRC NIA	01/25/2023	Exclusion	07/03/2023	Approved	Approved
		COL	N/A	Compliance	07/04/2023	Voided	
		COL	N/A	Exclusion	07/04/2023	Voided	

The table shows 4 records, with the first two rows having 'Approved' status and the last two rows having 'Voided' status. The 'Encounter Status' dropdown in the search form and the 'Status' column in the table are highlighted with red boxes.

Search by Encounter Submitted Date

Users can search for encounter records based on the submitted date.

- If users enter a date into Encounter Submitted From field and perform search, system returns all the encounter records created from the given date till date.
- If users enter date only into Encounter Submitted To field and performs search, system returns all the encounter records that are created till given date.
- If users enter date into both Encounter Submitted From and Encounter Submitted To fields and performs search, system returns all the encounter records that are submitted between given dates.

Steps:

1. Login into system.
2. Click on Review Encounters.
3. Enter/select date into Encounter Submitted From field.
4. Enter/select date into Encounter Submitted To field.

Click on the Search button

The screenshot displays the 'Global Health' Group Dashboard. On the left is a navigation menu with 'REVIEW ENCOUNTERS' highlighted. The main area is titled 'Encounter Review' and contains several search filters: IPA, Group, PCP, Member Number/Name, Part C Measure, Encounter Status, Encounter Submitted From (07/04/2023), Encounter Submitted To (07/05/2023), Date of Service, and Encounter Type. A 'Search' button is located below the filters. Below the search area is a table with 8 columns: Encounter ID, Member, Measure, Event Date, Encounter Type, Submitted Date, Status, and Decision Notes. The table contains 4 rows of data, with the 'Submitted Date' column highlighted in red for each row.

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
		TRC NIA	04/10/2023	Compliance	07/05/2023	In Process	
		CBP	N/A	Exclusion	07/05/2023	In Process	
		COL	N/A	Compliance	07/04/2023	Voided	
		COL	N/A	Exclusion	07/04/2023	Voided	

Search by Date of Service

Users can search for encounters with Date of Service that is given in encounter records while submitting the encounters.

Steps:

1. Login into system.
2. Click on Review Encounters.
3. Enter/select date into Date of Service field.

Click on the Search button.

The screenshot shows the 'Encounter Review' section of the GlobalHealth Group Dashboard. The search criteria are as follows:

- IPA: --Select--
- Group: [Selected Group]
- PCP: --Select--
- Member Number/Name: --Select--
- Part C Measure: --Select--
- Encounter Status: --Select--
- Encounter Submitted From: MM/DD/YYYY
- Encounter Submitted To: MM/DD/YYYY
- Date of Service: 07/04/2023** (highlighted in red)
- Encounter Type: --Select--
- Encounter ID: [Empty field]

Buttons: Search, Clear

Showing 1 to 2 record(s) of 2.

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
[Redacted]	[Redacted]	COL	N/A	Compliance	07/04/2023	Voided	
[Redacted]	[Redacted]	COL	N/A	Exclusion	07/04/2023	Voided	

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Search by Encounter ID

Encounter ID is unique ID that the encounter is saved with when the record is submitted.

Users can search for encounter records with Encounter ID.

Steps:

1. Login into system.
2. Click on Review Encounters.
3. Enter Encounter ID into Encounter ID field.
4. Click on the Search button.

The screenshot displays the 'Encounter Review' section of the GlobalHealth Group Dashboard. The interface includes a sidebar with navigation options, a search form with various filters, and a results table. The 'Encounter ID' field in the search form and the corresponding value in the table are highlighted with red boxes.

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
177	[Redacted]	CBP	N/A	Compliance	07/03/2023	Approved	approved

Search by Encounter Type

Encounter Type is classified as Compliance and Exclusion.

Users can search for encounter type with Compliance or Exclusion

Steps:

1. Login into system.
2. Click on Review Encounters.
3. Select Encounter Type as Exclusion.
4. Click on the Search button.

The screenshot displays the 'Encounter Review' section of the Global Health Group Dashboard. The interface includes a sidebar with navigation options like 'DASHBOARD', 'PART C SCORECARD', 'MEMBER REGISTER', and 'REVIEW ENCOUNTERS'. The main area contains search filters for IPA, Group, PCP, Member Number/Name, Part C Measure, Encounter Status, Encounter Submitted From, Encounter Submitted To, Date of Service, and Encounter Type. The 'Encounter Type' dropdown is currently set to 'Exclusion'. Below the filters are 'Search' and 'Clear' buttons. The search results table shows four records, with the 'Encounter Type' column highlighted in red.

Encounter ID	Member	Measure	Event Date	Encounter Type	Submitted Date	Status	Decision Notes
		BCS	N/A	Exclusion	07/03/2023	In Process	
		CBP	N/A	Exclusion	07/05/2023	In Process	
		TRC NIA	01/25/2023	Exclusion	07/03/2023	Approved	Approved
		COL	N/A	Exclusion	07/04/2023	Voided	