

Chief Complaint Process

Case

How to submit a Pre-Authorization or a Claim Containing Chief Complaint.

Submit a Pre-Authorization or a Claim Containing Chief Complaint

Please follow the below steps:

- Providers needs to provide the chief complaint through using **Claim.SupportingInfo** field with **Claim.supportingInfo.category** as “chief-complaint” whenever **Claim.use** = “preauthorization” or “claim” .
- Payers will need to look up for the **Claim.SupportingInfo** to know more about the submitted case.

Field	Description	Min	Max	Data type
Claim.supportingInfo.category	The general class of the information supplied: information; exception; accident, employment; onset, etc.	1	1	CodeableConcept

- Below is a table that shows the Category/type of information that could be send through the supporting info:

Name	Code	Definition
Claim.supportingInfo.category	Info	Codes conveying additional situation and condition information.
	onset	Period, start or end dates of aspects of the Condition.
	attachment	Materials attached such as images, documents, and resources.
	missingtooth	Teeth which are missing for any reason, for example: prior extraction, never developed.
	hospitalized	An indication that the patient was hospitalized, the period if known otherwise a Yes/No (boolean).
	employmentImpacted	An indication that the patient was unable to work, the period if known otherwise a Yes/No (boolean).
	patient-reason-for-visit	The reason for the patient visit.
	lab-test	test code
	reason-for-visit	visit-reason
	days-supply	days-supply
	vital-sign-weight	weight
	vital-sign-systolic	systolic
	vital-sign-diastolic	diastolic
	icu-hours	Number of hours spent in ICU
	ventilation-hours	Number of hours under mechanical ventilation
	vital-sign-height	Cm
	chief-complaint	A concise statement describing the symptom, problem, condition, diagnosis, physician-recommended return, or other reason for a medical encounter

- **Chief Complaint could be sent either as a Text or a Code or both as below:**

coding (Optional)

system(uri)(Mandatory): <http://hl7.org/fhir/sid/icd-10-am>

code (code) (Mandatory)

text (Optional)

The attached document can be found at the Community portal through this [link](#) in the following Path(s):

- HD – Documentation – Technical Standards – User Guides & Manuals Description