nphies

# Error Received by HCP

**Guideline**
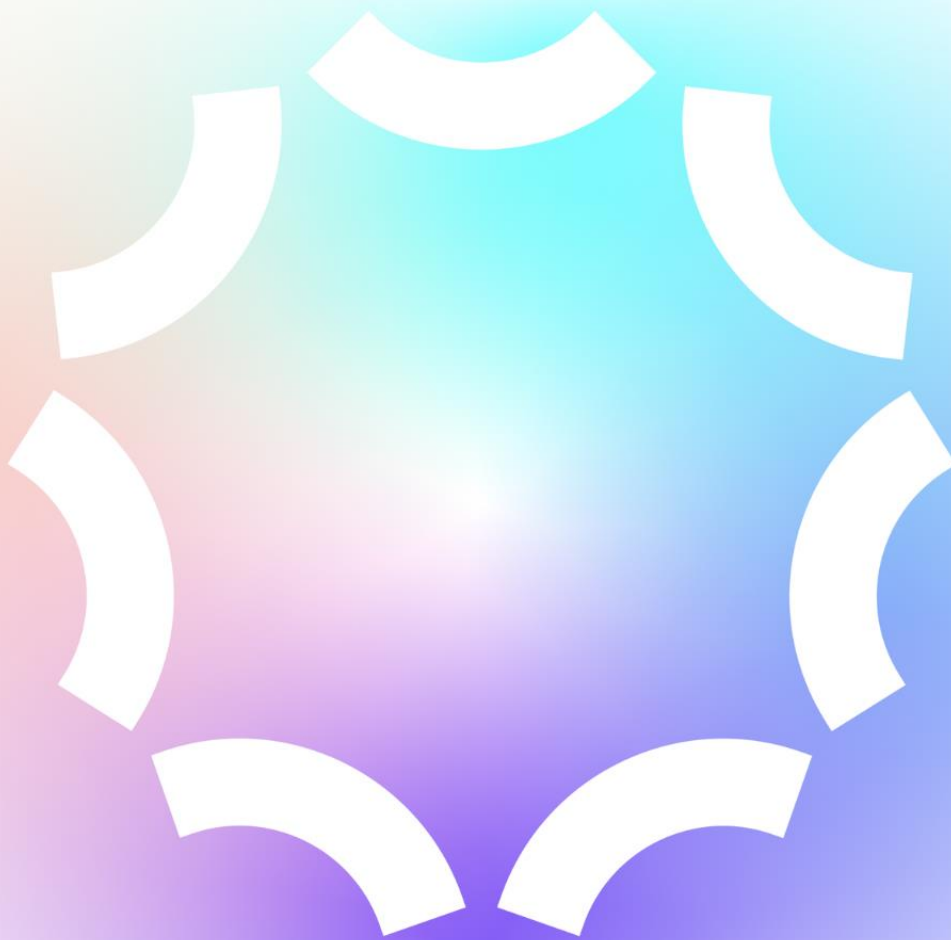
**V1.0**

# TABLE OF CONTENTS

# INTRODUCTION

## Context:

The HCP sends a request to HIC who can approve, reject, partially approve, or respond with error.
There is a difference between the Error sent by the HIC and the Error sent by nphies.

## Challenge:

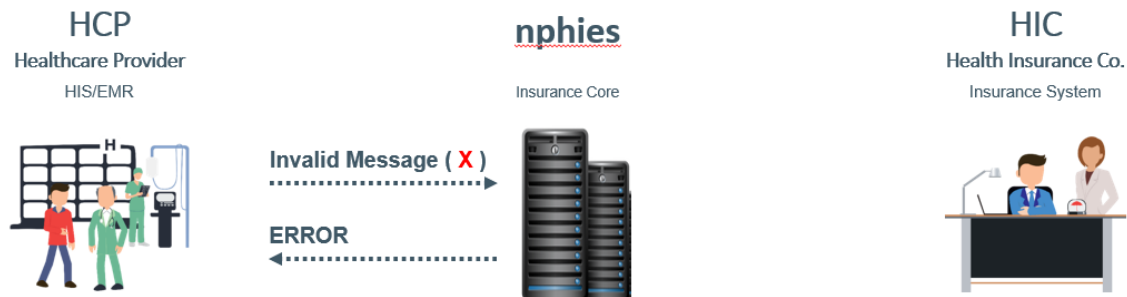HCP are confused between the rejection sent by the HIC, the Error sent by the HIC and the Error sent by nphies.

## Summary:

When the HIC receives a request, the possible responses are:

| # | Outcome | Adjudication outcome | Nphies error | HIC error | Comments |
|---|---------|----------------------|--------------|-----------|----------|
| 1 | Complete | Approved | NA | NA | Request reached HIC, adjudication needed from the HIC to initiate this response |
| 2 | Complete | Rejected | NA | NA | Request reached HIC, adjudication needed from the HIC to initiate this response |
| 3 | Complete | Partially approved | NA | NA | Request reached HIC, adjudication needed from the HIC to initiate this response |
| 4 | Error | NA | NA | Yes | Request reached HIC, no adjudication is needed from the HIC |

# CASE 01: ERROR FROM NPHIES

## Illustration:



## Description:

HCP submits a request which will be validated by nphies. The case 01 describes the scenario when the request is invalid (Nphies BRVR triggered).
**Correct behavior**: nphies will send back an error, that should be corrected and sent back by the sender, the Error might be a BV, DT, IC ...etc. please refer to the **nphies-ValidationErrorCode** document.

> **To Memorize:**
> - **The transaction did not reach the HIC**
> - **The transaction was validated by nphies**
> - **The ERROR was sent by nphies NOT HIC (Check Screenshot)**
> - **The ERROR is from the nphies BRVR**

# Screenshots:

## Screenshot1:
**The sender is nphies**

```
{
    "resourceType": "Bundle",
    "id": "da407af8-d18b-4756-abed-13296839fc82",
    "meta": {
        "profile": [
            "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/bundle|1.0.0"
        ]
    },
    "type": "message",
    "timestamp": "2022-08-28T10:48:00.943+03:00",
    "entry": [
        {
            "fullUrl": "http://nphies.sa/MessageHeader/4e01d5c0-8d33-4a71-a16f-50a18de2c0f7",
            "resource": {
                "resourceType": "MessageHeader",
                "id": "4e01d5c0-8d33-4a71-a16f-50a18de2c0f7",
                "meta": {
                "eventCoding": {
                "destination": [
                "sender": {
                    "type": "Organization",
                    "identifier": {
                        "system": "http://nphies.sa/license/nphies",
                        "value": "NPHIES"
                    }
                },
                "source": {
                "response": {
                "focus": [
                }
        },
        {
            "fullUrl": "http://nphies.sa/ClaimResponse/302",
            "resource": {
        },
```
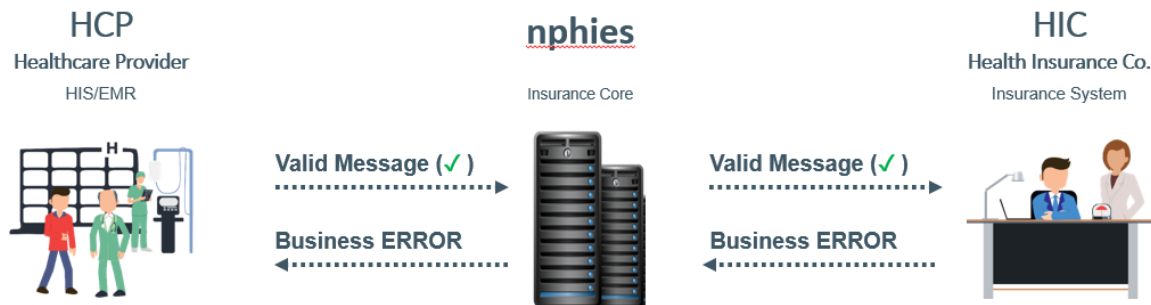
## Screenshot 02:
**The details of the error sent by nphies (BRVR ID, display and the expression) with outcome=Error**

```
{
    "fullUrl": "http://nphies.sa/ClaimResponse/302",
    "resource": {
        "resourceType": "ClaimResponse",
        "id": "302",
        "meta": {
        "identifier": [
        "status": "active",
        "type": {
        "use": "claim",
        "patient": {
        "created": "2022-08-28T07:48:03.577Z",
        "insurer": {
        "requestor": {
        "request": {
        "outcome": "error",
        "insurance": [
        "error": [
            {
            {
            {
                "code": {
                    "coding": [
                        {
                            "extension": [
                                {
                                    "url": "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/extension-error-expression",
                                    "valueString": "Bundle.entry[1].resource.item[0].extension[0].patientInvoice"
                                }
                            ],
                            "system": "http://nphies.sa/terminology/CodeSystem/adjudication-error",
                            "code": "IC-01454",
                            "display": "The patientInvoice field is not following the correct cardinality"
                        }
                    ]
                }
            }
        },
        {
```

# CASE 02: ERROR FROM HIC

## Illustration:



## Description:

HCP submits a valid request which will pass through nphies to the HIC. The case 02 describes the scenario when the request is technically valid however not valid from business perspective. Such as the patient gender is male with a maternity service requested, where the HIC will return an error via the following fields:

| Path | Description | Min | Max | Type |
|---|---|---|---|---|
| **ClaimResponse.error** | Errors encountered during the processing of the adjudication. | 0 | * | BackboneElement |
| **ClaimResponse.error.extension** | Optional Extensions Element | 0 | * | Extension |
| **ClaimResponse.error.extension.expression** | An error code, from a specified code system, which details why the Claim check could not be performed | 0 | 1 | string |
| **ClaimResponse.error.itemSequence** | The sequence number of the line item submitted which contains the error. This value is omitted when the error occurs outside of the item structure. | 0 | 1 | positiveInt |
| **ClaimResponse.error.detailSequence** | The sequence number of the detail within the line item submitted which contains the error. This value is omitted when the error occurs outside of the item structure. | 0 | 1 | positiveInt |
| **ClaimResponse.error.subDetailSequence** | The sequence number of the sub-detail within the detail within the line item submitted which contains the error. This value is omitted when the error occurs outside of the item structure. | 0 | 1 | positiveInt |
| **ClaimResponse.error.code** | An error code, from a specified code system, which details why the claim could not be adjudicated. | 1 | 1 | CodeableConcept |

**Correct behavior:** HIC should not adjudicate the request but sends a business response including an ERROR, the HCP from their end should send a new correct request.
The Error sent by the payer will be from the adjudication-error. please refer to the **nphies-CodeableConcept** document.

**To Memorize:**

- **The transaction was validated by nphies**
- **The transaction reaches the HIC**
- **The HIC DOESN'T adjudicate the transaction but send an ERROR**
- **The ERROR is from the adjudication-error**
- **The ERROR is sent by HIC NOT Nphies (Check Screenshot)**

# Screenshots:

## Screenshot 01:
**Error sent by HIC**

```
{
    "resourceType": "Bundle",
    "id": "64262832-f578-47bb-a3de-36a721952978",
    "meta": {
        "profile": [
            "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/bundle|1.0.0"
        ]
    },
    "type": "message",
    "timestamp": "2022-08-28T07:57:43.243+00:00",
    "entry": [
        {
            "fullUrl": "http://pseudo-payer.com.sa/MessageHeader/6b7753d7-84c7-45bd-b694-6ba230fc4ed3",
            "resource": {
                "resourceType": "MessageHeader",
                "id": "6b7753d7-84c7-45bd-b694-6ba230fc4ed3",
                "meta": {
                "eventCoding": {
                "destination": [
                "sender": {
                    "type": "Organization",
                    "identifier": {
                        "system": "http://nphies.sa/license/payer-license",
                        "value": "INS-FHIR"
                    }
                },
                "source": {
                "response": {
                "focus": [
                }
        },
        {
            "fullUrl": "http://pseudo-payer.com.sa/ClaimResponse/2808",
            "resource": {
        },
```
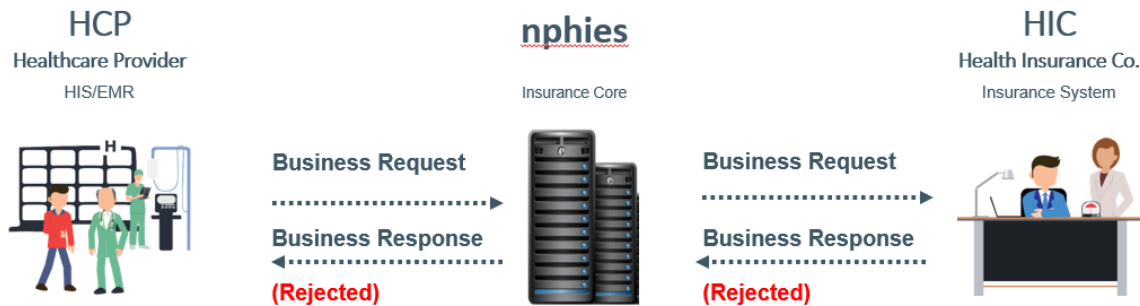
**Screenshot 02:**
**Details of the error sent by HIC (Error ID, display and the expression) with outcome = Error**

```
{
    "fullUrl": "http://pseudo-payer.com.sa/ClaimResponse/2808",
    "resource": {
        "resourceType": "ClaimResponse",
        "id": "2808",
        "meta": {
        "identifier": [
        "status": "active",
        "type": {
        "subType": {
        "use": "claim",
        "patient": {
        "created": "2022-08-28",
        "insurer": {
        "requestor": {
        "request": {
        "outcome": "error",
        "processNote": [
        "insurance": [
        "error": [
            {
                "code": {
                    "coding": [
                        {
                            "extension": [
                                {
                                    "url": "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/extension-error-expression",
                                    "valueString": "Bundle.entry[3].resource.identifier[0].value"
                                }
                            ],
                            "system": "http://nphies.sa/terminology/CodeSystem/adjudication-error",
                            "code": "1658",
                            "display": "No member found with the supplied patient credentials"
                        }
                    ]
                }
            }
        ]
```

# CASE 03: ADJUDICATION OUTCOME REJECTED

## Illustration:



## Description:

HCP submits a valid request which will pass through nphies to the HIC. The case 03 describes the scenario when the request is valid from technical & business perspective however the HIC will reject it such us: Patient limit Consumed.

**Correct behavior:** HIC should adjudicate the request and send a business response including an adjudication outcome=Rejected and outcome=complete.

The Adjudication outcome sent by the payer will be from the adjudication outcome and a denial code should be provided by HIC . please refer to the **nphies-CodeableConcept** document

**To Memorize:**
- **The transaction was validated by nphies**
- **The Transaction reaches the HIC**
- **The HIC adjudicates the transaction and send an adjudication outcome (Check Screenshot)**
- **The adjudication outcome (Rejected) is from the adjudication outcome and denial code should be provided in the adjudication reason (Check Screenshot)**

# Screenshots:

**Response (Rejected) sent by the HIC with outcome: Complete**

```json
{
    "fullUrl": "http://pseudo-payer.com.sa/ClaimResponse/557723",
    "resource": {
        "resourceType": "ClaimResponse",
        "id": "557723",
        "meta": {
        "extension": [
            {
                "url": "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/extension-adjudication-outcome",
                "valueCodeableConcept": {
                    "coding": [
                        {
                            "system": "http://nphies.sa/terminology/CodeSystem/adjudication-outcome",
                            "code": "rejected"
                        }
                    ]
                }
            },
            {
        ],
        "identifier": [
        "status": "active",
        "type": {
        "use": "claim",
        "patient": {
        "created": "2021-08-01",
        "insurer": {
        "requestor": {
        "request": {
        "outcome": "complete",
        "item": [
        "insurance": [
    }
}
```

**Screenshot 02:**
**Adjudication outcome=rejected and the adjudication reason**

```
"item": [
    {
        "extension": [
            {
                "url": "http://nphies.sa/fhir/ksa/nphies-fs/StructureDefinition/extension-adjudication-outcome",
                "valueCodeableConcept": {
                    "coding": [
                        {
                            "system": "http://nphies.sa/terminology/CodeSystem/adjudication-outcome",
                            "code": "rejected"
                        }
                    ]
                }
            }
        ],
        "itemSequence": 1,
        "adjudication": [
            {
            {
                "category": {
                    "coding": [
                        {
                            "system": "http://terminology.hl7.org/CodeSystem/adjudication",
                            "code": "benefit"
                        }
                    ]
                },
                "amount": {
                    "value": 0,
                    "currency": "SAR"
                },
                "reason": {
                    "coding": [
                        {
                            "system": "http://nphies.sa/terminology/CodeSystem/adjudication-reason",
                            "code": "N-DC-014",
                            "display": "Service(s) is (are) performed outside authorization validity date"
                        }
                    ]
                }
            }
        ]
    }
}
```

## CASES TO BE AVOIDED

| # | Outcome | Adjudication outcome | Nphies error | HIC error | Comments |
|---|---------|---------------------|--------------|-----------|----------|
| 1 | Error | NA | Yes | NA | HIC doesn't wait for the response error/acknowledgment from nphies (The HIC should expect the response from nphies and fix it if error). |
| 2 | Error | Rejected | NA | Yes | Error with adjudication outcome |
| 3 | Error | NA | NA | Yes | HIC send error then complete response (HCP should send a new request with new identifier after fixing the issue in the initial error) |
| | Complete | NA | NA | NA | |