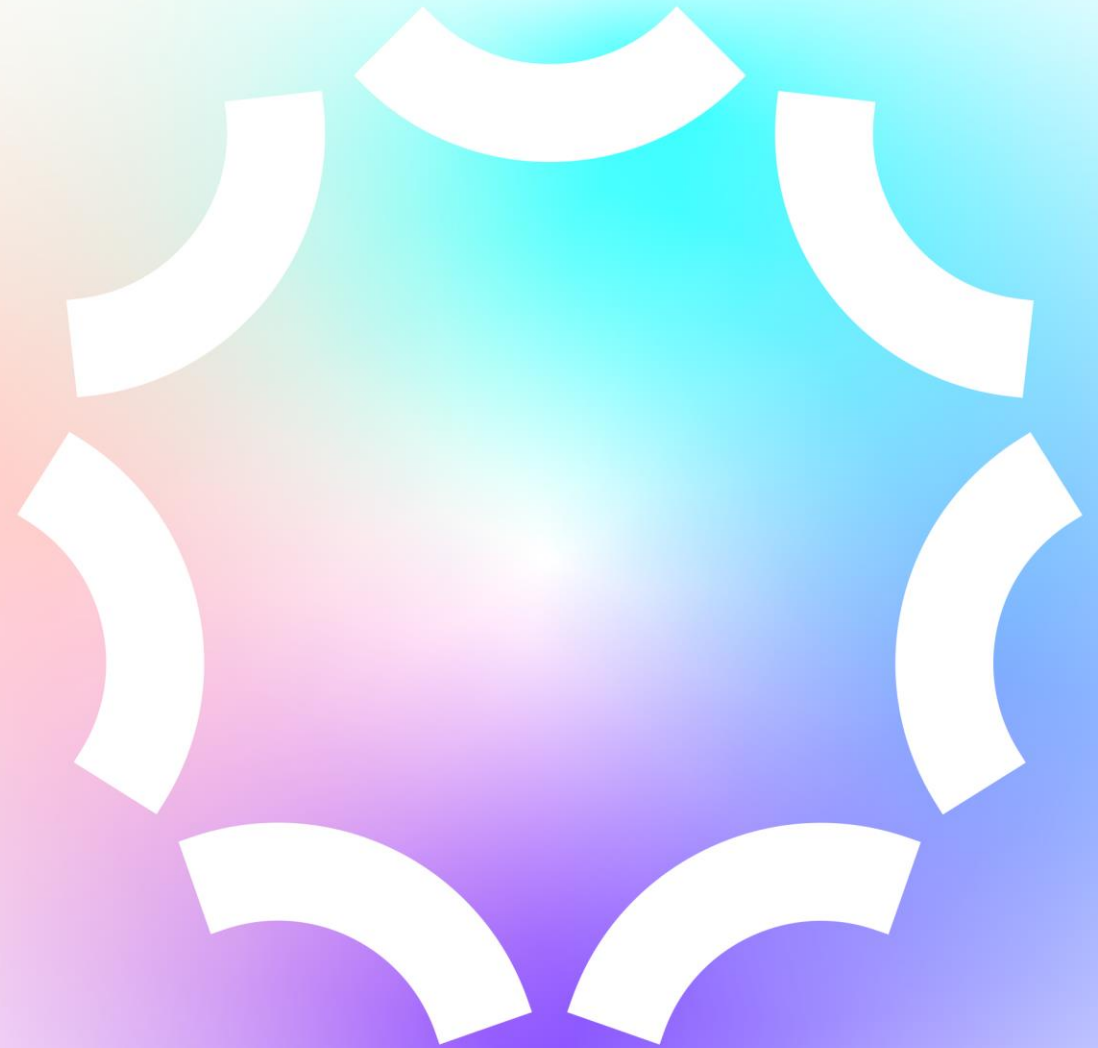


nphies

Transaction Statuses Guideline v1.0

Current Statuses and New validation rules

8th of Nov 2022





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Document Purpose



The purpose of this document is to explain the current preauthorization and claim requests statuses in terms of definition, types and values; while highlighting the upcoming validation rules that will be implemented on both the processing outcome and adjudication status, which will support the HICs/TPAs to better map the technical side of processing the request to the business adjudication side.



Current: Processing Outcome vs Adjudication Status

In the Payer response to a Preauthorization or a Claim request, the applicable statuses in nphies is categorized into the following two categories:

1- Processing Status: Represented in **ClaimResponse.outcome**

2- Adjudication Status: Represented in **ClaimResponse.extension.adjudication-outcome** and on item level it is **ClaimResponse.item.extension.adjudication-outcome**

Processing Outcome

Definition:

- It is the Technical outcome of the claim or preauthorization in terms of processing.

Values:

- **Queued:** Request under process in the payer queue.
- *** Partial:** Request adjudication process is partially done and yet to be finished.
- **Complete:** Request adjudication process has been completed.
- **Error:** The request contains errors; the adjudication could not be performed; it could be technically error like invalid code or business error like service could not logically been performed.

Adjudication-Outcome Status

Definition

- It is the Business Outcome of the claim or Preauthorization in terms of adjudication.

Values:

- **Pended:** The request is received by the payer.
- **Approved:** The request has been fully approved.
- **Rejected:** The request has been fully rejected.
- **Partial :** The request has been partially approved.
- ***Not-Required (Only on Preauthorization):** The services are under the pre-approval limit as per the patient policy and does not require Preauthorization.

*Partial will be removed from Claim and predetermination level and kept only on Preauthorization.

*Placeholder Definition



Future: Processing Outcome Validations will be implemented:

Outcome Status validations



In the claimResponse, If all the item adjudication-outcome is other than **"pended"**, then the outcome shall be **"complete"**.

In the claimResponse, if one or more items adjudication-outcome is **"pended"**, then the outcome shall be **"partial"**.

If ClaimResponse.outcome=**"queded"** then
ClaimResponse.extension.adjudication-outcome=**"pended"**.

the ClaimResponse.outcome = **"partial"** can only be used if
Claim.use = **"preauthorization"**.

Nphies Item Adjudication- Outcome Statuses

Item #1 = approved
Item #2 = rejected

Item #1 = pended
Item #2 = approved

Nphies Transaction Outcome Statuses



"complete"

"partial"



Future: Adjudication-Outcome Status Validations will be implemented:

Adjudication-Outcome Status validations



In the claimResponse, if all items have adjudication-outcome equal to **"approved"**, then the adjudication-outcome on the claim level SHALL be **"approved"**.

In the claimResponse, if all items have adjudication-outcome equal to **"rejected"**, then the adjudication-outcome on the claim level SHALL be **"rejected"**.

In the claimResponse, if all items have adjudication-outcome equal to **"partial"**, or mix between **"rejected"**, **"approved"**, **"partial"** then the adjudication-outcome on the claim level SHALL be **"partial"**.

Nphies Item Adjudication-Outcome Statuses

Item #1 = approved
Item #2 = approved

Item #1 = rejected
Item #2 = rejected

i.e., 1)

Item #1 = partial
Item #2 = partial

i.e., 3)

Item #1 = approved
Item #2 = rejected
Item #3 = partial

i.e., 2)

Item #1 = approved
Item #2 = rejected

Nphies Transaction Adjudication-Outcome Statuses



"approved"

"rejected"

"Partial"



Mapping of statuses after applying validations:

