Why Does Encounter Data Matter?

The Centers for Medicare and Medicaid Services (CMS) expects that by 2030, 100% of all Medicare providers and a majority of Medicaid providers will be reimbursed based on the quality of the care provided to patients. It's not just CMS – health plans are also embracing the change to value-based care. Encounter data plays a central role.

Encounter data is used to measure outcomes, costs, and how providers are reimbursed.

For more information and resources, please visit IHA's Encounter Data Resource Hub.

How Encounter Data Influences Reimbursement and Health Outcomes:

Complete, Accurate, and Timely Data Capture, Documentation and Coding =	Supports:	Benefits to Providers:
	Accurate risk adjustment at state and federal levels	Better reimbursement for the care of complex patients
	More complete performance measurement	Improved incentive/cost-sharing payouts in Pay-for-Performance (P4P). Quality Payment Program (QPP), Merit-Based Incentive Payment System (MIPS), and HEDIS programs
	More accurate data on volume and quality of services provided	Better capitation rates, improved business sustainability and more power to negotiate contracts

What is encounter data used for?	What information is included in encounter data?
+ Measurement and tracking of the quality of services provided to patients + Measurement and tracking of the volume of services provided to patients + Improving clinical, operational, and financial processes	+ Diagnostic and other codes (ICD-10, CPT, HCPCS, LOINC, etc.) + Problem lists/diagnoses Medications + Provider and care team documentation + Labs, diagnostic imaging, and results + Preventive health screenings (e.g., breast, colon, and cervical cancer) + Depression and mental health screenings and results + Provider and facility information + Insurance information + Much more

How can encounter data be improved?	How can this information be used to improve patient care and practice sustainability?
+ Complete documentation of all services and care provided at each encounter + Timely locking of encounter/visit notes + Accurate coding	+ Identification of high-risk, medically complex patients + Identification of gaps in patient care and preventative services + Supports improving quality metrics such as HEDIS, QPP/MIPS, etc. + Identification of high utilization of services (Emergency Department usage, etc.) + Improved management of high-risk patients

+ Templates with coding built in, updated annually
+ Updated super-bills and lab forms (with annual coding changes)
+ Ensure Fee-For-Service (FFS) providers are trained on the importance of encounter data since data can be pulled from claims and formatted into encounter data

+ Improved coordination of care
+ Improved access to care

+ Supports improvements to data capture and reporting processes
+ Supports improvements to clinical processes
+ Supports financial sustainability
+ Supports preparation for reimbursement under alternate payment and managed care programs

To learn more, please click here. *(IHA Issue Brief No. 20, Encounter Data: Issues and Implications, September 2015)*

How Encounter Data Influences Systems and Processes at a High-Level Glance:

ENCOUNTER DATA FLOWS UPSTREAM

ENCOUNTER DATA FEEDS BACK INTO IMPROVEMENTS

IMPROVED REVENUE CAPTURE
IMPROVED QUALITY SCORES (HEDIS, MSSP, OTHERS)
IMPROVED PATIENT CARE AND OUTCOMES

REVENUE CYCLE MANAGEMENT

Financial Reporting and Dashboards

Claims Tracking

Encounter and Billing Code Audits

POPULATION HEALTH MANAGEMENT

High-risk Patient Identification and Outreach

Clinical Quality Metrics and Dashboards

Coordination of Care and Care Management

Proactive Panel Management

OPERATIONAL MANAGEMENT

Workforce Development

Safety and Compliance

Operational Reporting and Dashboards

ELECTRONIC HEALTH RECORD (EHR) AND PRACTICE MANAGEMENT SYSTEM

ICD-10, CPT, LOINC, HCPCS Coding   Templates

Data and Reporting   Health Information Technology

Vital Signs

Cancer Screenings

Labs and Diagnostic Tests

Social Determinants of Health Screenings

Depression and Mental Health Screenings

Patient-to-Provider Reported Information

Diagnoses

Referrals

Medications

Health Screenings

Health Education

Treatment and Care Plans

Health and Dental Check-ups

Transitions of Care

Problem List Updates

Vaccines and COVID-19 Boosters

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Prepared as part of IHA's Encounter Data Improvement program
Learn more at IHA's Encounter Data Resource Hub