

CIGNA Encounter Error
Correction
Web-based Portal Training
Prnlink.com, INC

Registration

- * Please email mbramasco@prnlink.com for pre-registration. All attendees will be registered following this presentation.
- * You will receive a Registration email which contains a link for you to complete your Registration Questionnaire and access the site.

Account Creation with prnLink.com

Inbox x



noreply@prnlink.com

to me ▾

12:08 PM (0 minutes ago) ☆



Dear Jackie Guajaca,
Prnlink.com would like to welcome you to our website. An account with a temporary password has been created for you. Please visit our [registration](#) page and follow the prompts to activate your account.

- During your account activation, you will receive another email from us with your temporary password.
- When you login with your temporary password, you will be prompted to enter a new password.
- When you have successfully changed your password, your account will be fully activated. Please make a note of your password and do not share it with anybody.

Thank you for using prnLink.com website.

Sincerely,

The Encounters Team at prnlink.com

This is an automated response. Please do not reply. If you believe that you have received this email in error, please contact our customer service at [888.776.8408](tel:888.776.8408) or forward this email to support@prnlink.com.

* Click the Link and complete the form.



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Welcome, [mikewlong01@gmail.com!](#)

Verify and Activate Account

Please fill out the form below to activate your account.

All * marked fields are required!

Email * :

Job Title * :

First Name * :

Last name * :

Security Question * :

Security Answer * :

Phone:

Fax:

Will you be uploading Encounter Data? * :

☐ Yes ☐ No

Will you be Correcting Errors on Encounter Data?
If yes will you be correcting: *

Eligibility

☐ Yes ☐ No

Service Code Errors (CPT, HCPC, Revenue)

☐ Yes ☐ No

Diagnosis Code Errors

☐ Yes ☐ No

Submit

* Click the link or navigate to
<https://encounters.prnlink.com>

Temporary Password

Inbox x



noreply@prnlink.com
to me ▾

12:13 PM (1 minute ago) ☆



Dear Jackie Guajaca,
The followings are your credentials to login to <https://encounters.prnlink.com> website.
Please remember that this is **your temporary password** and you will be prompted to change your password after logging in to our website for security purposes.
Once you log in, please make sure to **change your password immediately** when you are prompted to do so.

Password: BhsctDBuSEn2

Thank you for using prnLink.com website.

This is an automated response. Please do not reply. If you believe that you have received this email in error or not initiated, please contact our customer service at [888.776.8408](tel:888.776.8408).

- * Enter your registered email address (Your UserID is your Email Address) and Temporary password that was emailed to you.



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Please Log in.

Email

Password

Log in

[Reset Password](#)

[Register](#) if you don't have an account.

- * Once you enter, immediately you will be asked to establish a new password. You will first be asked the your security question to authenticate.



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Use the form below to verify answer for your security question.

Verify Information

Question

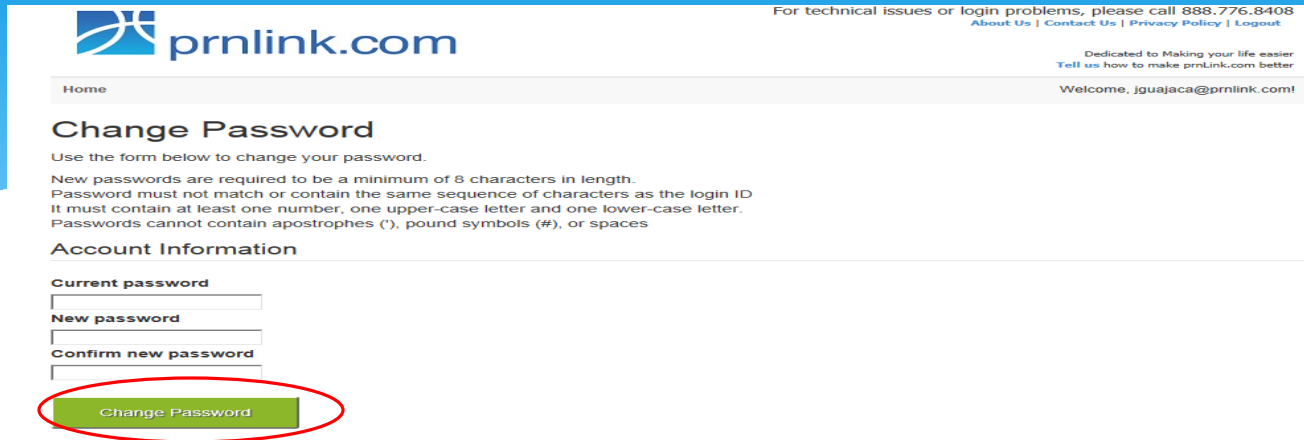
What was your childhood nickname?

Answer

Confirm answer

Verify

* Enter necessary information.



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Change Password

Use the form below to change your password.

New passwords are required to be a minimum of 8 characters in length.
Password must not match or contain the same sequence of characters as the login ID
It must contain at least one number, one upper-case letter and one lower-case letter.
Passwords cannot contain apostrophes ('), pound symbols (#), or spaces

Account Information

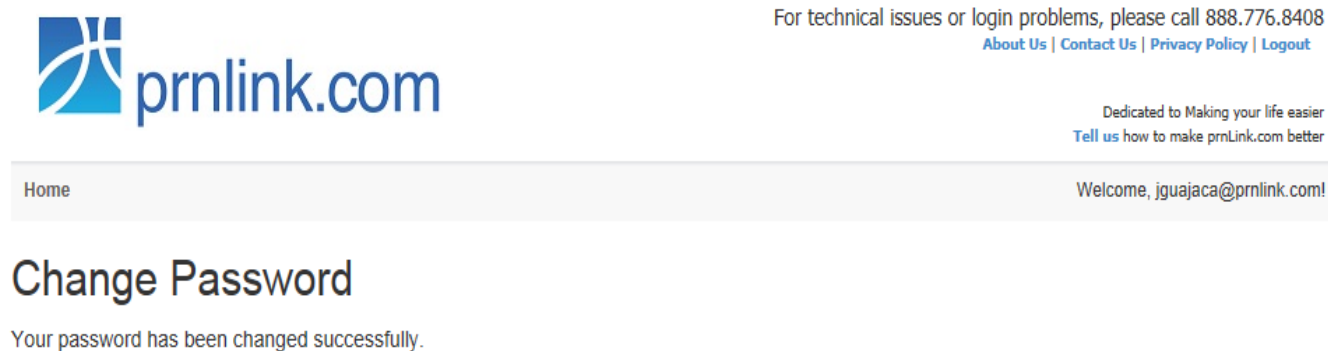
Current password

New password

Confirm new password

Change Password

* Enter the site by Clicking Home to begin.



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Change Password

Your password has been changed successfully.

Forgot Password

If you forgot your password- Click on Reset Password.



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Please Log in.

Email

Password

Log in

[Reset Password](#)

[Register](#) if you don't have an account.

Reset Password

Enter your email address and a Temporary password and the link to the web page will be emailed to you.



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Reset Password

Use the form below to reset your password.

Email

Submit

Home Page

- * Errors are separated on 3 Tabs.
- * Members Not Found
- * DX Errors (Diagnosis Code Errors)
- * CPT Errors



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Members Not Found (2944)

DX Errors (110)

CPT Errors (96)

Total # of Records: 2944


[Print Removed Records](#)

Search	Remove	Member ID Submitted	Last Name	First Name	Date Of Birth	Gender	Claim #(s)
		U1000000002	SAMPLE1	BABY	10/25/2013	F	86781D 64137C
		U1000000002	SAMPLE1	BABY	10/25/2013	F	86781D 64137C
		U1000000001	SAMPLE1	KENNETH	2/15/1955	M	55922D 62451C

Member Not Found - Eligibility Corrections

- * Select the Search magnifying glass  to see membership details that you will use to determine the correct eligibility.



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Members Not Found (2944)


DX Errors (110)

CPT Errors (96)

Total # of Records: 2944

 [Print Removed Records](#)

Search	Remove	Member ID Submitted	Last Name	First Name	Date Of Birth	Gender	Claim #(s)
		U1000000002	SAMPLE1	BABY	10/25/2013	F	86781D 64137C
		U1000000002	SAMPLE1	BABY	10/25/2013	F	86781D 64137C
		U1000000001	SAMPLE1	KENNETH	2/15/1955	M	55922D 62451C

- * Once you have identified the correct member, Select the **Correct** to the left of the record. The Green check  on DOS column determines that specific member was eligible on the Date of Service.



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Member Information from Encounter

SAMPLE1, K (58Y) 2/16/1955 M U1000000003

DOS From: 8/9/2013 - To: 8/9/2013

Search Results

Total # of Members: 2

	Member ID ▼	Last Name ▼	First Name ▼	Date Of Birth ▼	Gender ▼	PORG ID ▼	PCP Eff Date ▼	PCP End Date ▼	DOS
Select	U1000000001	SAMPLE1	KENNETH	02/15/1955	M	CAXX	07/01/2013	12/31/9999	
Select	U1000000002	SAMPLE1	BABY	10/25/2013	F	CAXX	10/25/2013	12/31/9999	

Search All Members

Manual Correct

< Back

- * If using the first 9 characters to search does not return results, you have the ability to search all membership by clicking Search All Members



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Member Information from Encounter

SAMPLE1, K (58Y) 2/16/1955 M U1000000003

DOS From: 8/9/2013 - To: 8/9/2013

Search Results

Total # of Members: 0

Member ID ▼	Last Name ▼	First Name ▼	Date Of Birth ▼	Gender ▼	PORG ID ▼	PCP Eff Date ▼	PCP End Date ▼	DOS
-------------	-------------	--------------	-----------------	----------	-----------	----------------	----------------	-----

There are no items to display

Search All Members

Manual Correct

< Back

- * Confirmation is required on the next screen. Please verify the members eligibility and Select the Submit button to confirm change.



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Claim Fix Confirmation

From Encounter

Member ID	U1000000003
Last Name	SAMPLE1
First Name	K
Date of Birth	2/16/1955
Gender	M



From Eligibility


Member ID	U1000000001
Last Name	SAMPLE1
First Name	KENNETH
Date of Birth:	2/15/1955
Gender:	M
PORG:	CAXX



If you are unable to identify the member in the list, you have two options.

- * Option 1: Select Remove, which will remove the record from your errors list and move to an archived table. After removal, you can Select  [Print Removed Records](#) to print a PDF list of removed members for your further internal research.



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Members Not Found (2944)

DX Errors (110)


CPT Errors (96)

Total # of Records: 2944

 [Print Removed Records](#)

Search	Remove	Member ID Submitted	Last Name	First Name	Date Of Birth	Gender	Claim #(s)
		U1000000002	SAMPLE1	BABY	10/25/2013	F	86781D 64137C
		U1000000002	SAMPLE1	BABY	10/25/2013	F	86781D 64137C
		U1000000001	SAMPLE1	KENNETH	2/15/1955	M	55922D 62451C

* Confirmation of the Record to be removed.



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Remove Claims Confirmation


You are about to remove the claim(s) associated with the member below from Errors table in our database. Please review the information below before proceeding:

From Encounter

Member ID	U1000000003
Last Name	SAMPLE1
First Name	K
Date of Birth	2/16/1955
Gender	M

* Sample PDF Removed Report

CIGNA HMO Member not Found

Account No	Member ID	Member Name	Date of Birth	Sex	Provider	Date Of Service
123999117	U1000000003	SAMPLE1, JACKIE	10/26/2013	F	PRNLINK_TEST,	08/11/2013 - 08/11/2013
123999112	U1000000003	SAMPLE1, K	02/16/1955	M	PRNLINK_TEST,	08/09/2013 - 08/09/2013

- * Option 2: While in **Correct** Eligibility Screen, select Manual Correct button to navigate to a Manual Fix option.



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Member Information from Encounter

SAMPLE1, K (58Y) 2/16/1955 M U1000000003

DOS From: 8/9/2013 - To: 8/9/2013

Search Results

Total # of Members: 0

Member ID ▼	Last Name ▼	First Name ▼	Date Of Birth ▼	Gender ▼	PORG ID ▼	PCP Eff Date ▼	PCP End Date ▼	DOS
-------------	-------------	--------------	-----------------	----------	-----------	----------------	----------------	-----

There are no items to display

Search All Members

Manual Correct

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- * Enter the correct information, to your knowledge, in the Eligible member form column on the right and Select Submit button.



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Manual Claim Fix



Please enter the member information below. The record under Error Claim Member (**red**) will be updated with this member record on the right.

From Encounter

Member ID	U1000000003
Last Name	SAMPLE1
First Name	K
Date of Birth	2/16/1955
Gender	M



From Eligibility

Member ID	<input type="text"/>
Last Name	<input type="text"/>
First Name	<input type="text"/>
Date of Birth:	<input type="text"/>
Gender:	<input type="text"/>
PORG:	<input type="text"/>

<input type="button" value="Submit"/>
<input type="button" value=" < Back"/>

Diagnosis Error Corrections

- * During data validation, If we find that the Primary Diagnosis on the Encounter is not valid, you will have the ability to correct and re-submit. Select FIX.



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Members Not Found (2940)

DX Errors (112)

CPT Errors (98)

Total # of Records: 112

[Print Removed Records](#)

Fix	Remove	Member ID Submitted	Last Name	First Name	Date Of Birth	Gender	Claim #s
		U1000000002	SAMPLE1	BABY	10/25/2013	F	86781D
		U1000000001	SAMPLE1	KENNETH	2/15/1955	M	62451C

Member Information from Encounter

SAPLE1, KEN (58Y) 2/16/1955 M U1000000003

DOS From: 8/8/2013 - To: 8/8/2013

Total # of Records: 1

Claim Number	DOS	Provider Name	DX Code	New DX Code	Reason
123999111	8/8/2013 - 8/8/2013	,	44384	Select Correct Code	(DX0001 - Not a valid primary diagnosis code.)

Submit

< Back

Code not found? Please this [form](#) to request the addition of a code to our database

- * Use the dropdown or simply start typing the corrected Diagnosis (DX)Code and Click Submit. You've now completed resubmission!

Member Information from Encounter

SAPLE1, KEN (58Y) 2/16/1955 M U1000000003

DOS From: 8/8/2013 - To: 8/8/2013

Total # of Records: 1


Claim Number	DOS	Provider Name	DX Code	New DX Code	Reason
123999111	8/8/2013 - 8/8/2013	,	44384	443.21 - DISSECTION CAROTID A...	(DX0001 - Not a valid primary diagnosis code.)

Submit

< Back

Code not found? Please this [form](#) to request the addition of a code to our database

- * Option 1: Request that the code is added to your valid list.


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Member Information from Encounter

SAPLE1, KEN (58Y) 2/16/1955 M U10

DOS From: 8/8/2013 - To: 8/8/2013

Total # of Records: 1

Claim Number	DOS	Provider Name
123999111	8/8/2013 - 8/8/2013	

Submit

< Back

Code not found? Please [click here](#) to request to add a new code.

Add New Code to prnLink.com
 ✕

Add New DX Code

Code:

Description:

Comments:

submit

Reason

(DX0001 - Not a valid primary diagnosis code.)

- * Option 2: Select Remove, which will remove the record from your errors list and move to an archived table. After removal, you can Select [Print Removed Records](#) to print a PDF list of removed Encounters for your further internal research.



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Members Not Found (2940)

DX Errors (112)

CPT Errors (98)

Total # of Records: 112

[Print Removed Records](#)

Fix	Remove	Member ID Submitted	Last Name	First Name	Date Of Birth	Gender	Claim #s
		U1000000002	SAMPLE1	BABY	10/25/2013	F	86781D
		U1000000001	SAMPLE1	KENNETH	2/15/1955	M	62451C

CPT Error Corrections

- * During data validation, If we find that the CPT Code on the Encounter is not valid, you will have the ability to correct and re-submit. Select FIX.



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Members Not Found (2940)

DX Errors (112)

CPT Errors (98)

Total # of Records: 98

[Print Removed Records](#)

Fix	Remove	Member ID Submitted	Last Name	First Name	Date Of Birth	Gender	Claim #s
		U1000000002	SAMPLE1	BABY	10/25/2013	F	64137C
		U1000000001	SAMPLE1	KENNETH	2/15/1955	M	55922D

Member Information from Encounter

SAMPLE1, BB (0Y) 10/26/2013 F U1000000003



DOS From: 7/11/2013 - To: 7/11/2013

Total # of Records: 1

Claim Number	DOS	Provider Name	CPT Code	New CPT Code	Reason
123999115	7/11/2013 - 7/11/2013	,	15137	Select Correct Code	(CPT1001 - Not a valid CPT code.)

Submit

< Back

Code not found? Please [this form](#) to request the addition of a code to our database

- * Use the dropdown or simply start typing the corrected CPT Code and Click Submit. You've now completed resubmission!

Member Information from Encounter

SAMPLE1, BB (0Y) 10/26/2013 F U1000000003



DOS From: 7/11/2013 - To: 7/11/2013

Total # of Records: 1

Claim Number	DOS	Provider Name	CPT Code	New CPT Code	Reason
123999115	7/11/2013 - 7/11/2013	,	15137	15136 - DERM AUTOGRAFT F/N/H... 	(CPT1001 - Not a valid CPT code.)

Submit

< Back

Code not found? Please [this form](#) to request the addition of a code to our database

If you are unable to find the valid CPT code in the list, you have two options.

- * Option 1: Request that the code is added to your valid list.

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Member Information from Encounter

SAMPLE1, BB (0Y) 10/26/2013 F U10

DOS From: 7/11/2013 - To: 7/11/2013

Total # of Records: 1

Claim Number	DOS	Provider	Reason
123999115	7/11/2013 - 7/11/2013		(CPT1001 - Not a valid CPT code.)

[Submit](#) [< Back](#)

Code not found? Please [this form](#) to request t

Add New Code to prnLink.com

Add New CPT Code

Code:


Description:

Comments:

[submit](#)

- * Option 2: Select Remove, which will remove the record from your errors list and move to an archived table. After removal, you can Select  **Print Removed Records** to print a PDF list of removed Encounters for your further internal research.



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Members Not Found (2940)

DX Errors (112)

CPT Errors (98)

Total # of Records: 98

 **Print Removed Records**

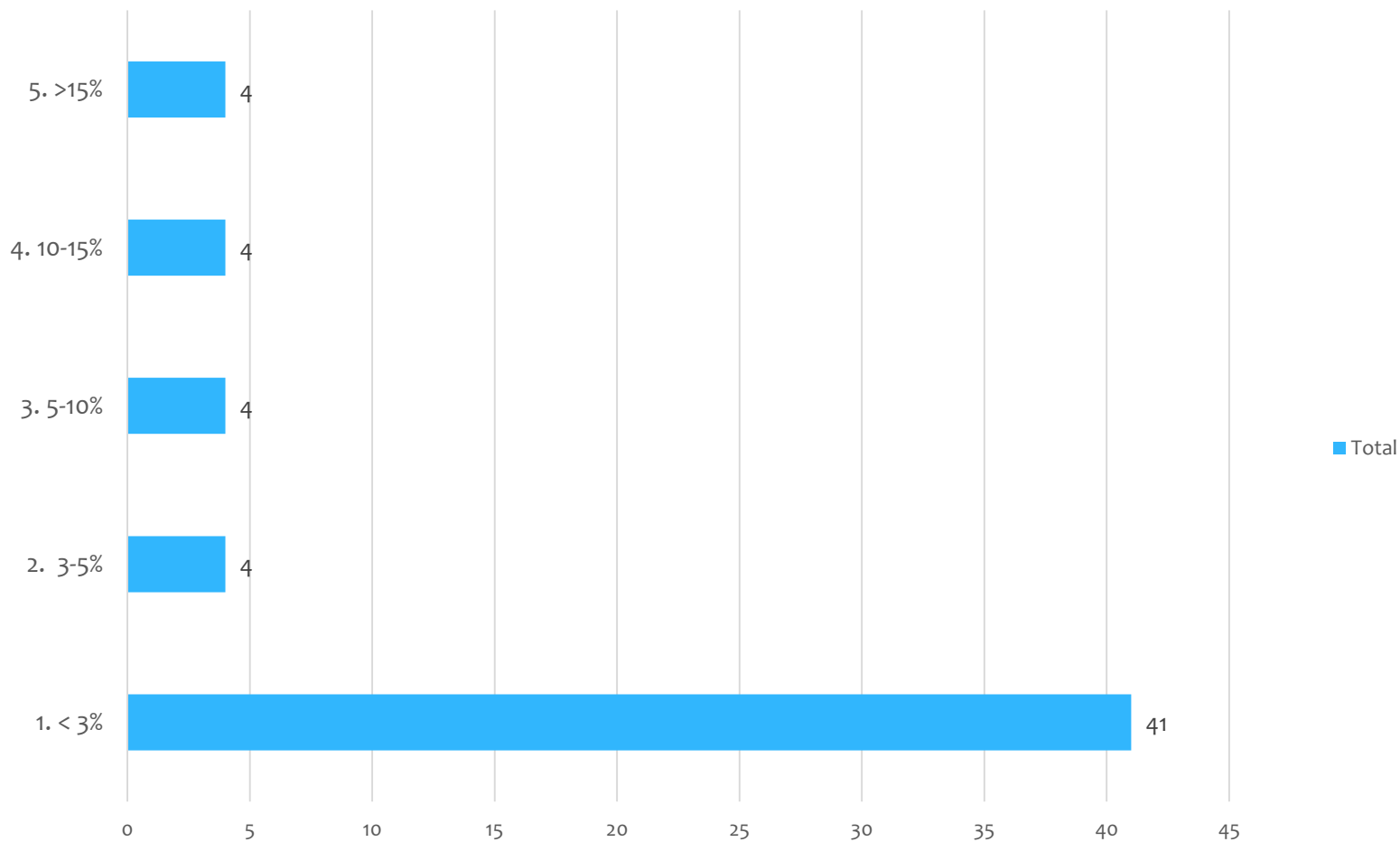
Fix	Remove	Member ID Submitted	Last Name	First Name	Date Of Birth	Gender	Claim #s
		U1000000002	SAMPLE1	BABY	10/25/2013	F	64137C
		U1000000001	SAMPLE1	KENNETH	2/15/1955	M	55922D

Patty LaPenn, CEO

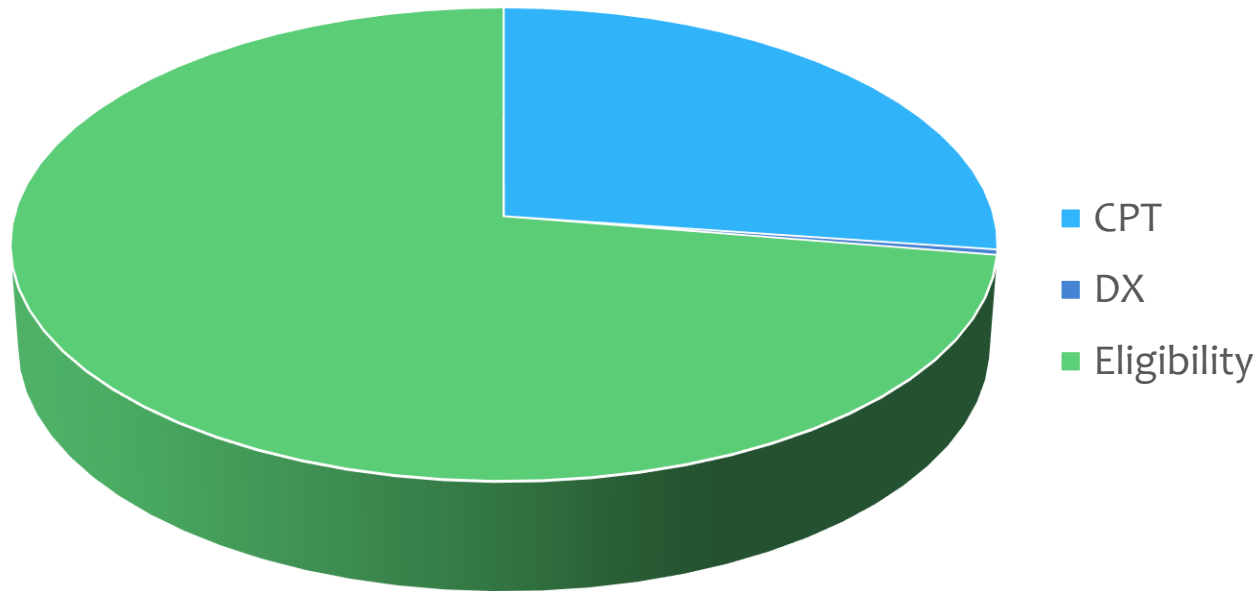
- * Pleased to introduce Patty Lapenn, CEO

Error Rate 75% of Submitters < 3% Errors

Total



Total



Newborns

If Newborn ID exists - Best Match
If -02 Member is Mother – 2nd best Match
Else -01 Member Guarantor

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Member Information from Encounter

Name DOB

Sex AMI



DOS From: 1/1/1900 - To: 1/1/1900

Search Results

Total # of Members: 4

Member ID ▼ Last Name ▼ First Name ▼ Date Of Birth ▼ Gender ▼ PORG ID ▼ PCP Eff Date ▼ PCP End Date ▼ DOS

Select

Select

Select

Select

HIPPA PRIVACY – INFO
BLOCKED

01/01/2006

12/31/9999



01/01/2006

12/31/9999



09/01/2008

08/31/2030



09/01/2008

03/31/2032



Search All Members

Manual Correct

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Q & A

- * Questions?
- * To obtain a Temporary Password, please send an email to mbramasco@prnlink.com
- * Thank you for attending our training