Optum

Assurance Reimbursement Management™

Claim Update File (File definition)

The Claim Update File (CUF) contains changes that are to be made to named claims. It is used when circumstances dictate changes to a large number of claims. It is an xml file that contains instructions to make mass changes to a named group of claims. The file is created on the client's local system and uploaded with the Submit Claim Update File option on the Maintenance, System Administration menu. When the file is processed, the changes specified in the file are made to the named claims.

Example scenarios:

1. Four hundred claims were released to the payer with incorrect data. The claims need to be rebilled and the rebills modified. The rebilled claims need to have a specific Value Code of 9 added and a Value Amount of $25.12, Occurrence Code 20 changed to 21
2. A custom Error must be added to 1000 claims.

In these circumstances, a Claim Update File is created by someone on your staff.

- File extension must be .CUF
- File must be in valid xml format. Any special XML characters embedded in the data must be replaced appropriately: "<", ">", "&" replaced with "<", ">", "&".
- Changes can be made to unreleased, released, and State-only claims. If other claims are included in the file, they will be ignored.
- Claim GUIDs can be found in DEP reports or Current Claim Inventory report and the Account Status Interface file.

Sample xml – Change to one claim

```
<ClaimUpdate>
  <Claim GUID="00000000-0000-0000-0000-000000000000" PCN="9999999"
  Name="Smith" Action="Rebill" Reason="RBXX" HoldCode="HDXX"
  Validate="True">
    <Update ID="TYP_BIL" OldValue="131" NewValue="137"/>
    <Update ID="PR_NPI" OldValue="111111111" NewValue="999999999"/>
    <Update ID="TP_SUBID" Idx="1" OldValue="" NewValue="3"/>
    <Delete ID="C_VCODE" OldValue="11"/>
    <Add>
      <Field ID="C_VCODE" NewValue="99"/>
      <Field ID="C_VAMT" NewValue="99.99"/>
    </Add>
  </Claim>
</ClaimUpdate>
```

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<Claim> node

The file contains one <Claim> node for each claim. All actions and data changes for the claim are defined inside the <Claim> node. Only XML limitations apply to the number of Claim nodes.

Attribute	Meaning	Type/Len	Required?
GUID	Optum internal Claim ID. (The GUID can be obtained from the Current Claim Inventory report. When creating the report, filter for the claims that should be included in your update file.)	Guid / 36	Y
PCN	Patient Control Number (UB FL 3a, 1500 FL 26) Not needed by Optum but useful for readability and debugging	String / 20	N
Name	Patient Last Name (UB FL8b , 1500 FL 2) Not needed by RelayHealth but useful for readability and debugging	String / 80	N
Action	Rebill/SecBill/Delete/Update Notes: • Released claims cannot be Updated. • Delete does not remove claims from the database; it merely hides them from Claim Filter.	String / 10	Y
Reason	This code displays in the claim's History table. If your site uses proprietary reason codes, place the correct code here.	String / 6	N
HoldCode	When used, Hold Code is applied to unreleased claims to prevent accidental release before review. It is applied to the newly created rebill or secondary claim. In all other cases, it applied to the changed claim if it is an unreleased claim.	String / 4	N
Validate	If Validate is not in the node, the changed claim will be validated. If Validate is present and its value is True, the claim will be validated. Any other value, claim is not validated. Claims that are not validated will always be set to Rejected.	Bool	N

<Update node>

<Update> node is used to change data in non-reoccurring fields. Update can be used with unreleased and state-only claims. A claim node can contain more than one update node. Update nodes are processed in file order.

Attribute	Meaning	Type/Len	Required?
ID	Optum DVAR field name. **Tip:** In CFI, click in the field and read the information in the lower left corner of the CFI Status bar. See Reading the Status Bar.	String / 30	Y
OldValue	Must match current value on the claim. If it does not match the claim, this update will not be made.	String / 256	Y
NewValue	Data to assign	String / 256	Y
Idx	Reoccurring field index (1 for first value code or first service line, 2 for second line, etc.) See Reading the Status Bar.	Int	N (default 1)

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<Delete node>

Use a <Delete> node only when removing a recurring record from a claim. Recurring records are any record that occurs more than once on the claim. Examples are Service Lines, Payers, Condition Codes, Value Codes, etc.

Attribute	Meaning	Type/Len	Required?
ID	Optum DVAR Name for any field in the record to be removed.	String / 30	Y
OldValue	Must match current value on the claim for the field named in ID. If OldValue is not found, on any line that contains ID, nothing will be updated When OldValue is found in ID field, the entire line will be removed. All lines that contain the same OldValue in the same ID will be deleted	String / 256	Y

<Add/Field> node

The <Add> node and its child <Field> node is used to add a recurring record to a claim and populate multiple fields with data.

Attribute	Meaning	Type/Len	Required?
ID	Optum DVARName for any field within a reoccurring record, all other fields in this Add node must be for the same record, where multiple fields can be assigned in the new record (value codes, occurrence codes, service lines)	String / 30	Y
NewValue	Data to assign	String / 256	Y

Reading the status bar

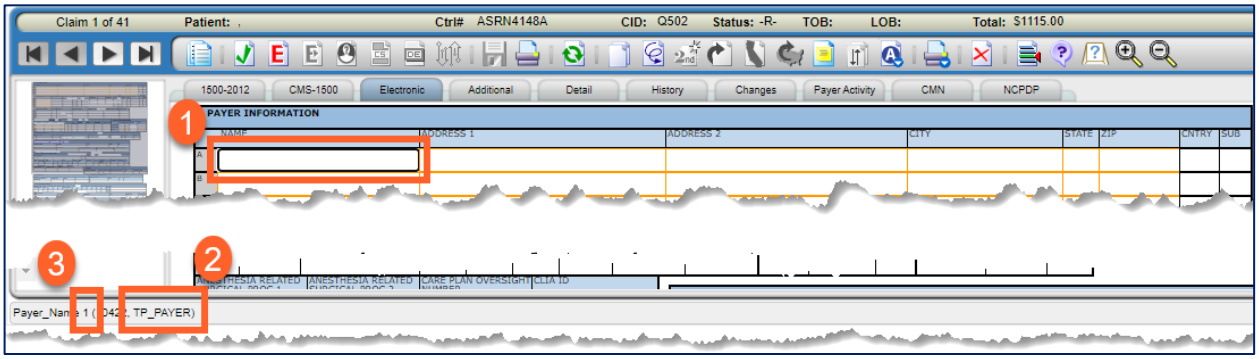
When a claim is open in CFI, moving the cursor from field to field changes the field display in the lower left corner of the CFI display.

In the example below, the cursor is in the name field on the first line for payer information.

1 = The field you want. (Click into this field.)

2 = The DVARName that should be used in the ID attribute.

3 = The Idx for a reoccurring line.



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