

**270/271 Advanced Eligibility “Search Process”**  
***July 12, 2004***

**Introduction:**

The following is the proposed framework for conducting an eligibility search by payers when responding to 270 Eligibility transactions received from providers, clearinghouses, and other sanctioned third-party organizations. This framework identifies 6 unique scenarios - endorsed by payers who are participating on the 270/271 Advanced Eligibility project in the Minnesota community. The payers include the following organizations:

- Blue Cross Blue Shield of Minnesota (an independent licensee of the Blue Cross Blue Shield Association)
- MN DHS
- HealthPartners
- Medica
- PreferredOne
- Ucare

It should be emphasized that the following represents a ‘minimum set’ of search processing endorsed by the participating payers. Each organization is entitled and encouraged to provide additional search capabilities that meet the specific business requirements of its organization. For example, HealthPartners, PreferredOne and MN DHS support an additional search process that requires only the presence of a member identification number in the search criteria. The purpose of this framework is to define a minimum standard that all payers will strive to support. The specific deployment schedule for all scenarios will vary by payer and may not necessarily be completed by all organizations in 2004. This framework is considered a living document and will change over time as business/technical capabilities change within a payer organization or changes to the 270/271 A1 transaction are approved by CMS.

<b>Scenario</b>	<b>Patient ID</b>	<b>Last Name</b>	<b>First Name</b>	<b>Patient DOB</b>
<b>1</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
<b>2</b>	<b>x</b>	<b>x</b>		<b>x</b>
<b>3</b>	<b>x</b>		<b>x</b>	<b>x</b>
<b>4</b>	<b>x</b>			<b>x</b>
<b>5</b>	<b>x</b>	<b>x</b>	<b>x</b>	
<b>6</b>		<b>x</b>	<b>x</b>	<b>x</b>

**Scenario #1: (Patient ID, Last Name, First Name, DOB)**

1. Validate Patient ID and DOB
  - Unique Hit → Positive 271
  - Search result with multiple hits → Go to 2
  - Invalid Patient ID → Go to Scenario #6
  - Invalid DOB → Go to Scenario #5
2. Validate Last Name
  - Search result with unique or multiple hits → Go to 3
  - No match on Last Name → Go to Scenario #3
3. Validate first 3 characters of First Name
  - Unique Hit → Positive 271
  - Search result with multiple hits → Go to 4
  - No match on first 3 characters of First Name → Negative 271 (invalid/missing patient name - 65)
4. Validate all characters of First Name
  - Unique Hit → Positive 271
  - Search result with multiple hits → Negative 271 (patient not found -67)
  - No match on all characters of First name → Negative 271 (invalid/missing patient name – 65)

**Scenario #2: (Patient ID, Last Name, DOB)**

1. Validate Patient ID and DOB
  - Unique Hit → Positive 271
  - Search result with multiple hits → Go to 2
  - Invalid Patient ID → Negative 271 (invalid/missing patient ID – 64)
  - Invalid DOB → Negative 271 (invalid/missing DOB – 58)
2. Validate Last Name
  - Unique Hit → Positive 271
  - Search result with multiple hits → Negative 271 (patient not found -67)
  - No match on Last Name → Negative 271 (invalid/missing patient name – 65)

**Scenario #3: (Patient ID, First Name, DOB)**

1. Validate Patient ID and DOB
  - Unique Hit → Positive 271
  - Search result with multiple hits → Go to 2
  - Invalid Patient ID → Negative 271 (invalid/missing patient ID – 64)
  - Invalid Patient DOB → Negative 271 (invalid/missing DOB – 58)
2. Validate first 3 characters of First Name
  - Unique Hit → Positive 271
  - Search result with multiple hits → Go to 3
  - No match → Negative 271 (invalid/missing patient name – 65)
3. Validate all characters of First Name
  - Unique Hit → Positive 271
  - Search result with multiple hits → Negative 271 (patient not found -67)

- No match on all characters of First Name → Negative 271 (invalid/missing patient name – 65)

#### **Scenario #4: (Patient ID, DOB)**

1. Validate Patient ID and DOB
  - Unique Hit → Positive 271
  - Search result with multiple hits → Negative 271 (invalid /missing patient name - 65)
  - Invalid Patient ID → Negative 271 (invalid/missing patient ID – 64)
  - Invalid DOB (patient ID is a match) → Negative 271 (invalid /missing DOB – 58)

#### **Scenario #5: (Patient ID, Last Name, First Name)**

1. Validate Patient ID and Last Name
  - Unique Hit → Go to 2
  - Search result with multiple hits → Go to 2
  - Invalid Patient ID → Negative 271 (invalid/missing patient ID – 64)
  - Invalid Last Name (patient ID is a match) → Negative 271 (invalid/missing patient name – 65)
2. Validate first 3 characters of First Name
  - Unique Hit → Positive 271
  - Search result with multiple hits → Go to 3
  - No match on first 3 characters of First Name → Negative 271 (invalid/missing patient name – 65)
3. Validate all characters of First Name
  - Unique Hit → Positive 271
  - Search result with multiple hits → Negative 271 (invalid/missing DOB – 58)
  - No match on all characters of First name → Negative 271
    - a) If gotten to this step via scenario #1 use patient not found – 67,
    - b) If gotten to this step directly (DOB was not submitted) use (invalid/missing patient name – 65)

#### **Scenario #6: (Last Name, First Name, DOB)**

1. Validate Last Name and DOB
  - Unique Hit → Go to 2
  - Search result with multiple hits → Go to 2
  - Invalid Last Name → Negative 271 (invalid/missing patient name – 65)
  - Invalid DOB → Negative 271 (invalid/missing DOB – 58)
2. Validate first 3 characters of First Name
  - Unique Hit → Positive 271
  - Search result with multiple hits → Go to 3
  - No match on first 3 characters of First Name → Negative 271 (invalid/missing patient name – 65)
3. Validate all characters of First Name
  - Unique Hit → Positive 271
  - Search result with multiple hits → Negative 271
    - a) If gotten to this step via scenario #1 use patient not found – 67,

- b) If gotten to this step directly (sub ID was not submitted) use (invalid/missing patient ID – 64)
- No match on all characters of First name → Negative 271 (invalid/missing patient name – 65)

**\*Notes:**

- All Positive 271 responses will result in corrected data where appropriate
  1. First pass at matching is done then second pass once match is made on those fields not used as part of the 'match' to validate and correct if necessary. Also, if match is made by using first 3 characters of first name as part of the criteria, may need to correct full spelling of first name
- For Blue Cross purposes the Patient ID is the Subscriber ID.