

Transaction Facilitator E1 Medicare Eligibility Matching Logic

Pharmacy Submission Requirements

The eligibility inquiry (E1) transaction submitted to the Transaction Facilitator by the pharmacy must include population of the Cardholder ID field with one of the following with valid values:

- Medicare Beneficiary Identifier (MBI)
- Nine-digit Social Security Number (SSN)
- Last four digits of the Social Security Number (SSN) – match probability increases with submission of a full ID number

In addition, the following are required fields:

- Patient Last Name
- At least the first character of the Patient First Name – match probability increases with submission of a complete first name
- Patient Date of Birth (DOB)
- Patient Zip Code

NOTE: Failure to submit all 5 required fields will result in a reject.

Matching Logic

The following matching logic is based upon the submission of the Cardholder ID is as follows:

1. If the last 4 digits of the SSN are submitted, then the Transaction Facilitator pulls all matches where the last 4 digits of the SSN exactly match and the Patient Name matches based on the match scenarios for last 4 of SSN outlined in the grid below. Then the Transaction Facilitator looks to find a single match within the lowest scenario number rank, (see grid below for “scenario rank” number) and returns the eligibility information.
2. If the last 4 digits of the SSN are submitted and there is more than one match is found with the same scenario number rank, then the Transaction Facilitator will provide the “NO PATIENT MATCH FOUND” reject.
3. If a complete and exact MBI or SSN is submitted and matches exactly to a MBI or SSN number in the Transaction Facilitator database, then the Patient Name (first and last) determines the scenario number rank as outlined in the scenarios for full ID submitted found in the grid below, then the Transaction Facilitator looks to find a single match within the lowest scenario number rank and returns the eligibility information.
4. If a complete and exact MBI or SSN number is submitted and matches exactly to a MBI or SSN number in the Transaction Facilitator database, but there is not a single match within the lowest scenario number rank as outlined in the scenarios for full ID submitted

in the grid below, then the Transaction Facilitator will return the reject “PATIENT NOT FOUND: CARDHOLDER ID MATCHED BUT LAST NAME DID NOT”.

5. If the pharmacy submits the Cardholder ID as required, but does not submit all the other required fields (Patient First Name (either first letter or full name), Patient Last Name, DOB and Zip), then the Transaction Facilitator will return the “MISSING REQUIRED FIELD” reject.
6. If no exact match is found on the Cardholder ID submitted, the TrOOP System will return the “NO PATIENT MATCH FOUND” reject.

If the pharmacy does not submit a valid Cardholder ID as required, then the TrOOP System will return the “MISSING REQUIRED FIELD” reject.

NOTE: All rejects associated with a Medicare Part D eligibility request start with “MCARE ELIG;”

The following are matching scenarios for when the last 4 digits of the SSN is submitted in the Cardholder ID field:

Scenario Rank	Last 4 of SSN	DOB	Last Name	First Name	ZIP
1	Exact Match	Matches on Year, Month, and Day	Exact Last Name Match	At least first char of First Name	Exact ZIP Match
2	Exact Match	Matches on Year, Month, and Day	Exact Last Name Match	At least first char of First Name	Exact Match on first 3 of ZIP
3	Exact Match	Matches on Year, Month, and Day	Exact Last Name Match	At least first char of First Name	Exact Match on first 2 of ZIP
4	Exact Match	Matches on Year, Month, and Day	Exact Last Name Match	At least first char of First Name	No Match on Zip

To get a match when searching by full SSN/MBI in the CardholderId field:

1. A single patient must be found with the submitted SSN/MBI
2. Last name must be exact match
3. At least the first character of the First Name must match.

As with SSN4 we try the name both ways in case they reverse the first and last names.

Even though the DOB and Zip are not used in a full SSN/MBI search, they are required fields. Claims submitted without the DOB and/or Zip will be returned with the “MISSING REQUIRED FIELD” reject.

When searching by MBI will we not match to a terminated MBI that has been compromised.