MMIS

CLAIMS RESOLUTION UNIT

MANUAL

REVISED 09/20/2006

FIELDS IN ERROR ON THE DAILY PROCESS

DEFINITION:

FIELD IN ERROR – LTC/WAIVER START DATE
LTC/WAIVER CLOSE DATE

UPDATE LOGIC:
Daily update process requires **LTC** segments to transmit in a logical order.

ERROR LOGIC:
When an LTC type case is transmitted with illogical begin dates, display as field in error on the daily error report.

RESOLUTION:

1. Compare segments in the dump to segments on **LTC/WAVIER** page.
2. When the illogical segment error out, contact parish office to determine what specific portion should be on MMIS after a determination is made.
3. When a new certification is sent and there is only one **LTC** segment and it is Illogical, the whole certification will be error out. Only the illogical segments will Error out if other **LTC** segments are on file.
4. If an illogical segment is displayed on the dump and shown as the End date and the end date is a date of death, the system will automatically change begin and end date on current segment and end date on the Second segment on the Medicaid portion and the end date of all the other segments. (QMB & LTC) No action necessary.

FIELD IN ERROR: DATE OF DEATH

UPDATE LOGIC:
The update process requires a Date of Death to not be earlier than two (2) years from the current date.

ERROR LOGIC:
When a Date of Death is transmitted and the date is earlier than two years from the current date, display the date of death as a field in error on the daily Error Report. Also error out record 1 and all other records in the daily update process.

RESOLUTION:

The CR Unit is to check the Stat File to make sure that no claims were paid pass the date of death.

If claims were not paid, then manually update (RC 1 form) the date of death data field on the MMIS recipient file. Also manually correct all segments in the Medicaid, QMB and/or LTC Wavier portions.

If claims were paid, request verification of date of death from the Parish Office.

The CR Unit is to manually update (RC 1 form) the date of death data field on the MMIS system with the <u>verified</u> date of death. Also manually correct the Medicaid, LTC and OMB segments.

The CR Unit should make a referral to SURS if claim(s) were paid pass the <u>verified date of death</u>.

FIELD IN ERROR: ELIGIBLE START DATE
ELIGIBLE CLOSE DATE
CLOSE CODE 27

UPDATE LOGIC:
Daily update process allows future eligibility to be removed from the MMIS File when the begin coverage is transmitted before the month of coverage. Transmission must be prior to cut off date deadline.

UPDATE ERROR:

When a record is transmitted in a month the same as begin date of record to be removed, the record will be displayed as error on daily error report. When a record is transmitted on the same create date as the certification create date, the record will be displayed as error on daily error report. This is because no Medicaid coverage is on MMIS.

RESOLUTION:

Determine transaction date future eligibility record was canceled.
   A. A worker cannot add a certification and cancel the same certification on the same create date. Each transaction must be on a different create date.
 If no coverage was transmitted to MMIS, no action is needed. This code will only work when the coverage is on MMIS.

Determine month transaction completed in.
   A. This code only updates when it is transmitted in a month Prior to the begin date of the case being removed.
If the record is active on MMIS, contact parish office to send a closure date to close case.

Report for this error is RS -0-02. (Example next page)

FIELD IN ERROR: CODE 90

UPDATE LOGIC:
The update process requires a Cancel code 90 on the MEDS record six (6) Au Member eligibility and a MEDS record one (1) person record with a date of death.

ERROR LOGIC:
When a cancel code 90 is on the MEDS Au eligibility record and the *date of death* is not on the MEDS person record, display cancel code 90 as the "field in error" on the Error Report, in the daily process. Also Error out record 1 and 6 and all other records in the daily update process.

RESOLUTION:
Request the parish office to add a *date of death* to the person record and the record 1 and 6 will be transmitted to MMIS in the daily process.

OR

Request the parish office change the cancel code to 48 when the date of death is unknown but the recipient is deceased. The MEDS system will display the MEDS System date as the end on the AU eligibility record.

Note: Date of death cannot be more than two years earlier from the current date.

FIELD IN ERROR: Type case 21

UPDATE LOGIC:

The update process requires an end date on the MEDS record six (6) Au Eligibility when a type case 21 is transmitted.

ERROR LOGIC:

When a type case 21 is transmitted and no end date is on the MEDS record six 6) Au eligibility, display type case 21 as a field in error on the daily error report.

RESOLUTION:

Request the Parish Office to make a determination if this is a type case 21 or 20 certification. If this is a type case 21, then *add an end date* which will transmit to MMIS in the daily process. If this should be a type case 20, then a type case change is needed.

FIELD IN ERROR: Approval Code 67

UPDATE LOGIC:
The update process requires an end date on the MEDS record six
(6) Au Eligibility when an approval code 67 is transmitted.

ERROR LOGIC:
When an approval code 67 is transmitted and no end date is on the
MEDS record six (6) Au Eligibility, display 67 as a field in error on
the daily error report.

RESOLUTION:
Request the Parish Office to make a determination if this is a closed
certification. If this is a closed certification, then *add an end date*
which will transmit to MMIS in the daily process.

OR

Request the Parish to make a determination if this is an active
certification, if it is an active certification then *change the approval
code* and this will transmit to MMIS in the daily process.

FIELD IN ERROR: Date of Birth

UPDATE LOGIC:
The update process requires a Date of Birth to not be earlier than 1890. The recipients should not be older than 110 years old.

ERROR LOGIC:
When a Date of Birth is transmitted and the date is earlier than 1890, display the date of birth as a field in error on the daily error report. Also error out record 1 and all other records in the daily update process.

RESOLUTION:
Request the Parish Office to verify the date of birth and make a change if this is the appropriate action. *This change* will transmit to MMIS in the daily process.

OR

Request the Parish to verify the date of birth and if the Date of Birth is correct and the recipient is more than 110 years old and Design Change is needed.

Notify the Manager of your findings on this case and wait until you are notified a *resend* should be done.

*A case with a Date of Birth more than 110 years old will not cross over to MMIS system.

FIELD IN ERROR: Person Indicator

UPDATE LOGIC:
The update process requires a person indicator one (1) on an identification number that is not the MMIS system or a person indicator zero (0) for an identification known to MMIS.

ERROR LOGIC:
When a person indicator is not "1" and this number is not in the MMIS system, display the person indicator transmitted as a field in error on the daily Error Report.

When a person indicator is not "0" and the person is known to MMIS then display the person indicator transmitted. Also error out record 1 and all other records in the daily update process.

RESOLUTION:
The CR Unit is to Resend a complete package on al recipients that error during the week because of a person indicator "0 or 1". Those recipients showing a parish record and/or swipe card should be included in the group that requires a resend of a complete package.

The CR Unit should fax a list of these recipients with the parish number shown on the MEDS System, if the daily Error Report shows a Parish record missing. Also include those recipients with a Swipe card missing.

The CR Unit should check the MMIS system for each recipient listed on the Fax and Issue a Swipe Card through the MMIS PIDS System, if a Swipe transaction did no process on those cases.

FIELDS IN ERROR   **DAILY ERROR REPORT**

INTRODUCTION

The Daily Error Report is designed to identify records that fail to update on the MMIS System in the daily MEDS/MMIS interface process. The only time a record will be an error displayed on the daily error report is if there is logic in place.

ERRORS IDENTIFIED

1. LTC/WAIVER START DATE
   LTC/WAIVER CLOSE DATE

2. REC.TYPE INCOMP – NEW – PERSON INDICATOR
   NEW TP (2) SWIPE/CD MISS AND/OR NEW TP (5) PARISH MISSING

3. DATE OF DEATH

4. ELIGIBLE START DATE – CODE 27
   ELIGIBLE CLOSE DATE
   CLOSE DATE

5. CLOSE CODE - 90

6. TYPE CASE 21

7. ELIGIBLE CLOSE DATE
   APPROVAL CODE – 67

8. DATE OF BIRTH

SECTION II

ACTIVITY CODES

Activity Code	Description
101	Social Security Number
102	SSN Claim Number
103	Last Name
104	First Name
105	Middle Name
106	Date of Birth
107	Address 1
108	Address 2
110	City
111	State
112	Zip Code
113	Phone Number
114	Sex
115	Race
116	Date of Death
117	Recipient Title
118	Recipient Suffix
201	ID Card Regular Issue
202	ID Card Reissue/Lost
203	ID Card Reissue/Stolen
204	ID Card Reissue/Damage
205	ID Card Reiss/ N Change
206	ID Card Reiss/Prod- Err
210	Mother Person Number
300	Lock In Exist O – O
301	Lock In Exist O – C
302	Lock In Exist C – O
303	Lock In Exist C – C
304	Lock In Compress O – O
305	Lock In Insert O – C
306	Lock In Insert O – C
307	Lock In Initial

401	Application Date
402	Client Last Name
403	Client First Name
404	Client Initial
405	Gross Income
406	Family Size
407	Medicaid Adult Indicator
408	EPSDT Code
409	QMB Adult Indicator
500	Parish Code Initial
501	Parish Number Change
502	New Parish Code Update
610	Medicaid Exist Open
611	Medicaid Exist Close
612	Medicaid New Open
613	Medicaid New Close
614	Recipient Retroactive
615	Fail Conv-Reopen (ov lap)
616	Fail Conv-Reopen (fu gap)
617	Fail Conv-Reopen (rebuil)
618	Recipient Close – Reopen
619	Recipient Close Comp Beg
61A	Medicaid Future Remove
61B	Medicaid F Rem N Match
61C	Medicaid Close w/o DOD
620	QMB Exist Open
621	QMB Exist Close
622	QMB New Open
623	QMB New Close
624	QMB Removed/Chop Out
625	QMB Removed Part/All
626	QMB Illogical No Action
627	QMB Retroactive Close
628	QMB Closed w/o DOD
629	QMB Removed Default
630	Start Date Be Defaulted
631	Close Date Be Defaulted
632	Close Dt Default Death
710	LTC Exist Open

711	LTC Exist Close
712	LTC New Open
713	LTC New Close
714	LTC Retro Open No Act
715	LTC Retro Closed No Act
716	LTC Illog Beg – End DOD
800	Recipient New Certify
900	Recipient Update
	Others

Activity Code 101

Description: **Social Security Number**

Definition:
Data Element on the MEDS and MMIS System

Update Process:
This data element can be updated through the daily interface process or manual process with the RC-1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.

Resolution Process:
A change to this data element should be forwarded to the Parish Office for corrections on the MEDS system for all converted cases or new through SYSM.

A Change to this data element on a nonconverted case can only be done with a RC – 1 form.

It is important that the MMIS contain only one case for the same person. When the CR Unit identifies multiple cases, please make sure that the Name, Social Security, Date of Birth and Sex are the same to assist the MMIS Merge Process.

Activity Code 102

Description: Social Security Number Claim Number

Definition:
Data Element on the MEDS and MMIS System

Update Process:
This data element can be updated through the daily interface process or manual process with the RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS system for all converted cases or new cases through SYSM.

A change to this data element on a nonconverted cases can only be done with a RC – 1 form.

It is important that the MMIS contain only one case for the same person. When the CR Unit identifies multiple cases, please make sure that the Name, Social Security, Date of Birth and Sex are the same to assist in the MMIS Merge Process.

Activity Code 103

Definition:
Data Element on the MEDS and MMIS System

Update Process:
This data element can be updated through the daily interface process or manual process with the RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element. A change to this data element will move the current data into the Previous Name field on MMIS.

Resolution Process:
A change to this data element should be forwarded to the Parish Office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A change to this data element on a nonconverted cases can only be done with a RC – 1 form.

It is important that the MMIS contain only one case for the same person. When the CR Unit identifies multiple cases, please make sure that the Name, Social Security, Date of Birth and Sex are the same to assist in the MMIS Merge Process.

Activity Code 104

Description: First Name

Definition:
Data Element on the MEDS and MMIS System

Update Process:
This data element can be updated through the daily interface
process or manual process with the RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.
A change to this data element will move the current data into the
Previous Name field on MMIS.

Resolution Process;
A change to this data element should be forwarded to the parish
office for corrections on the MEDS System for all converted cases or
new cases through SYSM.

A change to this data element on a nonconverted cases can only be
done with a RC – 1 form.

It is important that the MMIS contain only one case for the same
person. When the CR Unit identifies multiple cases, please make
sure that the Name, Social Security, Date of Birth and Sex are the
same to assist in the MMIS Merge Process.

Activity Code 105

Description: Middle Name

Definition:
Data Element on the MEDS and MMIS System

Update Process:
This data element can be updated through the daily interface process or manual process with the RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element. A change to this data element will move the current data into the Previous Name field on MMIS.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A change to this data element on a noncoverted cases can only be done with a RC – 1 form.

It is important that the MMIS contain only one case for the same person. When the CR Unit identifies multiple cases, please make sure that the Name, Social Security, Date of Birth and Sex are the same to assist in the MMIS Merge Process.

Activity Code 106

Description: Date of Birth

Definition;
Data Element on the MEDS and MMIS System.

Update Process:
This data element can be updated through the daily interface process or manual process with the RC -1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element. The update process requires this data element to not be earlier than 1890. The recipient should not be older than 110 years old.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A change to this data element on a nonconverted cases can only be done with a RC – 1 form.

Activity Code 107

Description: Address 1

Definition:
Data Element on the MEDS and MMIS System.

Update Process:
This data element can be updated through the daily interface process or a manual process with the RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element. This data field should contain the street and apartment number.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A change to this data element on a nonconverted cases can only be done with a RC – 1 form.

Activity Code 108

Description: Address 2

Definition:
Data Element on the MEDS and MMIS System.

Update Process:
This data element can be updated through the daily interface process or a manual process with the RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element. This data field should contain the street and apartment number.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A change to this data element on a nonconverted cases can only be done with a RC – 1 form.

Activity Code 110

Description: City

Definition:
Data Element on the MEDS and MMIS System.

Update Process:
This data element can be updated through the daily interface process or a manual process with the RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A change to this data element on a nonconverted cases can only be done with a RC – 1 form.

Activity Code 111

Description: State

Definition:
Data Element on the MEDS and MMIS System.

Update Process:
This data element can be updated through the daily interface process or a manual process with the RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this element.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A change to this data element on a nonconverted cases can only be done with a RC – 1 form.

Activity Code 112

Description: Zip Code

Definition:
Data Element on the MEDS and MMIS System

Update Process:
This data element can be updated through the daily interface process or a manual process with the RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element. The last four (4) digits in this data element should be blank.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A change to this data element on non-converted cases can only be done with a RC – 1 form.

Activity Code 113

Description: Phone Number

Definition:
Data Element on the MEDS and MMIS System.

Update Process:
This data element can be updated through the daily interface process.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A manual change to this data element cannot be completed with a RC – 1 form.

Activity Code 114

Description: Sex

Definition:
Data Element on the MEDS and MMIS System

Update Process;
This data element can be updated through the daily interface process or manual process with the RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A change to this data element on non-converted cases can only be done with a RC – 1 form.

It is important that the MMIS contain only one case for the same person. When the CR Unit identifies multiple cases, please make sure that the Name, Social Security, Date of Birth and Sex are the same to assist in the MMIS Merge Process.

Activity Code 115

Description: Race

Definition:
Data Element on the MEDS and MMIS System

Update Process:
This data element can be updated through the daily interface process or manual process with the RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A change to this data element on a non-converted case can only be done with a RC – 1 form.

Activity Code 116

Description: Date of Death

Definition:
Data Element on the MEDS and MMIS System

Update Process:
This data element can be updated through the daily interface process or manual process with the RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element. A closure code of 90 is used in conjunction with this data element. The date entered cannot be earlier than two (2) years from the current date.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A change to this data element on a non-converted case should be done with a RC – 1 form.

All Date of Death earlier than 2 years form the current date will error and be displayed on the Error Report. The date of death must be added to the MMIS file with a RC – 1 form.

Activity Code 117

Definition: Recipient Title

Definition:
Data Element on MEDS and MMIS

Update Process:
This data element can be updated through the daily interface process or manual process with the form RC – 1 form.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.

Resolution Process;
A change to this data element should be forwarded to the parish office for corrections on the MEDS system for all converted cases or new cases through SYSM.

A change to this data element on a non-converted case should be done with a form RC – 1.

It is important that MMIS contain only one case for the same person. When the CR Unit identifies multiple cases, please make sure that the Name, Social Security Number, Date of Birth and Sex are the same to assist in the MMIS Merge Process.

Data titles includes but are not limited to the following:

Activity Code 118

Description: Recipient Suffix

Definition:
Data element on MEDS and MMIS

Update Process:
This data element can be updated through the daily interface process or manual process with the form RC – 1.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.

Resolution Process:
A change to this data element should be forwarded to the parish office for corrections on the MEDS System for all converted cases or new cases through SYSM.

A change to this data element on a non-converted case should be done with a form RC – 1.

It is important that MMIS contain only one case for the same person. When the CR Unit identifies multiple cases, please make sure that the Name, Social Security Number, Date of Birth and Sex are the same to assist in the MMIS Merge Process.

Data suffixes include but are not limited to the following:

Activity Code 201

Description: ID Card Issue

Definition:
Process on the MEDS and MMIS System

Update Process;
This process is used to request the initial card.

Update Logic:
The initial card can only be requested one time.

Resolution Process:
If this process fails in the MEDS/MMIS interface process and the MEDS System is showing an indicator one, then the CR Unit needs to request the initial card through the MMIS PIDS System.

Activity Code 202

Description: ID Card Reissue/Lost

Definition:
Process on the MEDS and MMIS System

Update Process:
This process is used to request the reissuance of a swipe card that has been reported lost.

Update Logic
The reissuance process will deactivate the previously issued card and the last digit in the CCN will reflect the number of issuances that have occurred.

Resolution Process:
If this process fails in the MEDS/MMIS interface process and the MEDS System is showing an indicator two (2), then the CR Unit will request the reissuance of the lost card through the MMIS PIDS System using this indicator.

Activity Code 203

Description: ID Card Stolen

Definition:
Process on the MEDS and MMIS System

Update Process:
This process is used to request the reissuance of a swipe card that has been reported stolen.

Update Logic:
The reissuance process will deactivate the previously issued card and the last digit in the CCN will reflect the number of issuances that have occurred.

Resolution Process:
If this process fails in the MEDS/MMIS interface process and the MEDS System is showing an indicator three (3), then the CR Unit will request the reissuance of the stolen card through the MMIS PIDS System using this indicator.

Activity Code 204

Description: ID Card Reissue/Damaged

Definition:
Process on the MEDS and MMIS System

Update Process:
This process is used to request the reissuance of a swipe card that has been reported damaged.

Update Logic:
The reissuance process will deactivate the previously issued card and the last digit in the CCN will reflect the number of issuances that have occurred.

Resolution Process:
If this process fails in the MEDS/MMIS interface process and the MEDS System is showing an indicator four (4), then the CR Unit will request the reissuance of the damaged card through the MMIS PIDS System using this indicator.

Activity Code 205

Description: ID Card Reissue/Name Change

Definition:
Process on the MEDS and MMIS System

Update Process:
This process is used to request the reissuance of a swipe card when there has been a reported name change. The addition or removal of any valid or invalid character or the addition or removal of a suffix or sir name constitutes a name change.

Update Logic:
The reissuance process will deactivate the previously issued card and the last digit in the CCN will reflect the number of issuances that have occurred.

Resolution Process:
If this process fails in the MEDS/MMIS interface process and the MEDS System is showing an indicator five (5), then the CR Unit will request the reissuance of the card through the MMIS PIDS System using this indicator.

Activity Code 210

Description: Mother Person Number

Definition:
Head of household on MEDS for current case

Update Process:

Update Logic:

Resolution Process:

Activity Code 401

Description: Application Date

Definition:
Certification information on current case (format yyyymmdd)

Update Process:
This data element can only be updated through the daily interface process.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.

Resolution Process:
Any change to this data element should be forwarded to the parish office for correction on the MEDS System on all converted cases or new cases through SYSM.

Activity Code 402

Description: Client Last Name

Definition:
Head of household on MEDS for current case

Update Process:
This data element can only be updated through the daily interface process.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.

Resolution Process:
Any change to this data element should be forwarded to the parish office for correction on the MEDS System on all converted cases or new cases through SYSM.

Activity Code 403

Description: Client First Name

Definition:
Head of household on MEDS for current case

Update Process:
This data element can only be updated through the daily interface process.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.

Resolution Process:
Any change to this data element should be forwarded to the parish office for correction on the MEDS System on all converted cases or new cases through SYSM.

Activity Code 404

Description: Client Initial

Definition:
Head of household on MEDS for current case

Update Process:
This data element can only be updated through the daily interface process.

Update Logic:
The MEDS/MMIS interface process can overlay this data element.

Resolution Process:
Any change to this data element should be forwarded to the parish office for correction on the MEDS System on all converted cases or new cases through SYSM.