

**State of Ohio**  
**MACSIS System Implementation**

**Member Error Reports**  
(5/01 version)

Introduction

The MACSIS Membership Support Group generates a series of reports to be used to maintain the quality of the membership data within the MACSIS system.

The importance of accurate member information cannot be over emphasized. Correct member information is important for accurate posting of Medicaid eligibility updates. Medicaid eligibility accuracy is necessary to ensure that claims process with the correct Line of Business (Medicaid or Non Medicaid).

Member Maintenance Process

The Member Maintenance Process attempts to post demographic and eligibility information changes received from Medicaid for members enrolled in Diamond. Since the Medicaid file connects a Medicaid ID number with a single UCI, duplicate and error records cause problems in posting the necessary information to the correct Diamond record.

To prevent duplicate and error records from interfering in the ability to change a valid record to the correct Line of Business (MCD or NON), we will drop any record on Diamond that has a Term Reason of EDUP1 or ERR01. A record identified as a duplicate through an electronic edit process will be given a Term Reason of EDUP1 and the eligibility through date changed to the date the error was identified. A record identified as containing a “critical” error will be terminated as of the day the error was found and the Term Reason set to ERR01.

The error records can be manually fixed and returned to a valid status. However, the EDUP1 records are effectively removed from future processing. These records would have been deleted under old rules, but do to the tremendous negative impact of deleting member records, they will be marked as EDUP1 and ignored for future processing. Any attempt to “revive” the record manually, without making a correction to the Social Security Number, will be very frustrating since the daily maintenance process will modify them repeatedly to EDUP1. The following reports are created during the process of applying Medicaid eligibility changes to Diamond.

The Member Maintenance Reports will only be received if there were errors or exceptions which would cause the reports to be created.

# Member Reports - Sample # 1

## Member Maintenance Report IEL007R1

O.D.M.H. - O.I.S. MEMBERSHIP SUPPORT GROUP  
MEMBERS WITH MORE THAN ONE RMF MEDICAID NUMBER  
FOR FEBRUARY 16, 1999

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----- PANEL=21A -----

BOARD	UCI	DIAMOND LAST NAME	DATE OF BIRTH	SEX	SSN	DIAMOND FIRST NAME	MEDICAID ID	ELIGIBLE START DATE	ELIGIBLE END DATE	MEDICAL REC. NO.	PROV2
21	3294084	JONES	19940709	M	382312434	ROGER	027001504590	10/01/1998	10/30/1998	34566	001051
21	3294084	JONES	19940709	M	382312434	ROGER	157849511200	09/01/1998	09/30/1998	34566	001051
21	3292811	HAROLD	19871006	F	213446580	EVELYN	046003610490	11/01/1998	11/30/1998	29188	001051
21	3292811	HAROLD	19871006	F	213446580	EVELYN	028654874120	11/01/1998		29188	001051
21	3293710	CROSBY	19820208	M	265593122	HOSKINSON	028451400370	07/01/1998		14342	001051
21	3293710	CROSBY	19820208	M	265593122	HOSKINSON	027001654750	08/01/1998		14342	001051

IEL007R1

### TITLE: MEMBERS WITH MORE THAN ONE RMF MEDICAID NUMBER

(Separate page for changes in PANEL)

#### EXPLANATION:

Records on Diamond that don't have a Medicaid ID are matched with the MEDELIG file using 1st 8 characters of the last name, DOB, Gender, and SSN. The records on this report indicate that during this process more than one exact match was found. This implies that Medicaid has issued more than one valid Medicaid ID. MACSIS Operations Management cannot automatically post Medicaid eligibility information to this record until a single Medicaid number can be associated with this person. Claims for this UCI will not be billed to Medicaid until a valid Medicaid ID with eligibility for the period covering the claim is entered.

#### ACTION:

If both Medicaid Numbers are valid for the same period of time, someone must manually enter one of the Medicaid ID's to allow the eligibility changes to be processed. The report identifies each Medicaid ID for an individual that hasn't had any Medicaid ID entered. The eligibility starts and end dates from the MEDELIG file are also reported. Note: The member may not necessarily be Medicaid eligible during the span reported (the span could be for a QMB span). This is not the best solution but it is all that is available until the online eligibility lookup (EEI) is available. You may be able to receive better information from the county job and family services office.

### Member Reports - Sample # 3

#### Member Maintenance Report IEL010R1

O.D.M.H. - O.I.S. MEMBERSHIP SUPPORT GROUP  
MEDICAID NUMBER CHECK DIGIT ERROR REPORT  
FOR FEBRUARY 16, 1999

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----- PANEL=76M -----

OBS	UCI	DIAMOND LAST NAME	DIAMOND FIRST NAME	MEDICAID ID	USER DEF. MEDICAID ID	PLAN	MEDICAL REC. NO.	PROV2
1	5411231	MONAHAN	ERIC	847061548405		DFMCD7611	03412587	003570

IEL010R1

#### **TITLE: MEDICAID NUMBER CHECK DIGIT ERROR REPORT**

(Separate page for changes in PANEL)

#### **EXPLANATION:**

This report contains records with Medicaid ID's that are not valid; either it doesn't comply with a check digit routine or it isn't on the MEDELIG file. Note: Many records on the RMF were not placed on the MEDELIG file if they didn't have valid Medicaid spans beyond 07/01/97. The Medicaid ID has already been replaced with spaces to prevent incorrect Medicaid ID's from being left on the file. The report is a notification, no further action is required, though you may want to review the source of the bad Medicaid ID and see if it was written incorrectly and needs to be updated with the right number.

#### **ACTION:**

The report is a notification, no further action is required, though you may want to review the source of the bad Medicaid ID and see if it was written incorrectly and needs to be updated with the right number.

**Member Reports - Sample # 4**

**Member Maintenance Report IEL010R3**

O.D.M.H. - O.I.S. MEMBERSHIP SUPPORT GROUP

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MEDICAID/DIAMOND NAME DISCREPANCY REPORT

FOR FEBRUARY 16, 1999

----- PANEL=25B -----

OBS	UCI	MEDICAID ID	DIAMOND LAST NAME	MEDICAID LAST NAME	DIAMOND FIRST NAME	MEDICAID FIRST NAME	DIAMOND BIRTH DATE	MEDICAID BIRTH DATE	PLAN	MEDICAL REC. NO.	PROV2
1	1648488	736471396503	C	JONES	D	JUNIOR	11/01/1986	11/01/1986	DFNON252	41	002589
2	1688650	184152528699	ARNOLD	BLACK	JOSHUA	JOSHUA	04/03/1991	04/03/1991	DFNON252	5130043	003153
3	1720745	256819993810	HONDA	HONDA	RASHONDA	ROSHONDA	11/08/1988	11/08/1988	DFNON252		008258
4	1765355	254494353002	BROWN	BROWN	TERRON	JOI	03/17/1989	10/14/1965	DFNON252	5093083	003188
5	1479137	254457615456	WELLS-CARR	CARR-WELLS	KYLE	KYLE	06/03/1991	06/03/1991	DFNON252	2152225	008258
6	1329264	303741465199	SMITH	SMITHE	RICHARD	RICHARD	04/17/1993	04/17/1993	DFNON252	2153030	008258
7	1959659	102943790799	WORTMAN	SHEETS	MARY	MARY	01/18/1990	01/18/1990	DFNON252	2153074	008258
8	1849755	559189413103	BOWLES	MERRINGER	DEANDRA	VELEKA	03/14/1991	06/30/1971	DFNON252	2153092	008258
9	1549866	494015157602	SMITH	HARTMAN	ANDREW	ANGELA	09/15/1990	05/01/1974	DFNON252	2153087	008258
10	1979998	254648560803	MCGREGOR	MCCGREGOR	SHAWNCHRAY	SHAWNCHRAY	05/02/1982	05/02/1982	DFNON252	2153086	008258
11	1750273	025997989480	CHERRY	SOMMERS	KALEB	KATRINA	05/22/1990	04/21/1982	DFNON252	2153096	008258
12	1450371	105711567199	ARTHUR	ARTHUR	IAN	CORY	02/12/1990	09/24/1988	DFNON252	2152119	008258
13	1981193	786548947504	JONES	MATTHEWS		LEWIS	04/06/1985	04/06/1985	DFNON252	2153053	008258
14	1384739	334843890550	BECKMAN	HALLBECKMAN	STEP	STEPHANI	12/06/1956	12/06/1956	DFNON253	2068005	003188
15	1765619	126426379702	CLARK	RIFFLE	RACHEL	RACHEL	07/09/1965	07/09/1965	DFNON253	0001743	001183

**TITLE: MEDICAID/DIAMOND NAME DISCREPANCY REPORT**

(Separate page for changes in PANEL)

**EXPLANATION:**

This report identifies differences in first and last names between Diamond and Medicaid when the Medicaid ID on a member's record is found on the MEDELIG file. If and when the person becomes Medicaid eligible the Diamond names will automatically be changed to the Medicaid names (if the Date of Birth is the same on Diamond as it is on MEDELIG).

**ACTION:**

If two names listed under same ID are totally different person, then the Medicaid ID on the Diamond record is incorrect. Review and update information; communicate changes with provider.

**Member Reports - Sample # 5**

**Member Maintenance Report IEL017R1**

O.D.M.H. - O.I.S. MEMBERSHIP SUPPORT GROUP  
MEDICAID ELIGIBILITY RETROACTIVE TRANSACTIONS  
FOR FEBRUARY 16, 1999

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----- PANEL=76M -----

OBS	UCI	LAST NAME	FIRST NAME	DATE OF BIRTH	CASE NUMBER	DIAMOND START DATE	MEDICAID ELIG. DATE	ELIGIBILITY END DATE
1	2308178	WILKES	ERIC	01/01/1955	725891548405	02/23/1999	01/01/1998	01/31/1998
2	4509366	ZACHOWSKI	SCOTT	08/07/1945	671609942201	04/13/1999	04/06/1997	05/30/1997

IEL017R1

**TITLE: MEDICAID ELIGIBILITY RETROACTIVE TRANSACTIONS**

(Separate page for changes in PANEL)

**EXPLANATION:**

This report contains records where changes couldn't be posted to Diamond because the EDI change process restricts changes to the most current eligibility span. This report identifies the span that was trying to be changed and the eligibility start date of the span that is the most current.

**ACTION:**

Manually correct current span date so it is not in the future and is sequenced correctly. This will prevent future updates from being missed for this record.

**Member Reports - Sample # 6**

**Member Maintenance Report IEL035R1**

OHIO DEPARTMENT OF MENTAL HEALTH  
OFFICE OF INFORMATION SERVICES  
MEMBERSHIP SUPPORT GROUP  
DUPLICATE RECORDS BY SSN - AS OF 11NOV00

1

OBS	SSN	DATE OF BIRTH	UCI	TERM REASON	LAST NAME	FIRST NAME	PLAN	MEDICAID	USERDEF1
1	041762099	07/01/1975	1933855		HATTER	HAROLD	DFNON255	102370221399	
2	041762099	07/05/1975	1458640		HATTERJR	HAROLD	DFMCD253	122370958549	122370958549

  

OBS	PROV2	PANEL	SADDR1	SCITY	HPHONE	CRDATE	CRINIT	UPDATE	UPINIT
1	002589	25C	123 MAIN ST	BELLE CENT	9374641234	19990817	CAC	20000625	MM
2	006723	25B	321 S FINDLAY	MINISTER		20001102	LAT	20001102	LAT

IEL035R1

**TITLE: DUPLICATE RECORDS BY SSN – AS OF DDMMYY**

**EXPLANATION:**

This report contains records that have the same SSN and different DOB. (Otherwise, the higher numbered UCI would have been marked as a duplicate with a reason code of EDUP1)

**Member Reports - Sample # 7**

**Member Maintenance Report IEL035R2**

OHIO DEPARTMENT OF MENTAL HEALTH  
 OFFICE OF INFORMATION SERVICES  
 MEMBERSHIP SUPPORT GROUP  
 POTENTIAL DUPLICATES - AS OF 11NOV00  
 MATCHKEY = LAST NAME(8)+FIRST NAME(4)+DOB+GENDER

-----MATCHKEY=WINDHEIMSTEV022260M-----

OBS	UCI	SSN	MATCHKEY	LAST NAME	FIRST NAME	PLAN	MEDICAID	USERDEF1
1	1932255	388766992	WINDHEIMSTEV022260M	WINDHEIMER	STEVEN	DFNON255		
2	1457740	388756992	WINDHEIMSTEV022260M	WINDHEIMER	STEVE	DFMCD253	122370958549	

  

OBS	PROV2	PANEL	SADDR1	SCITY	HPHONE	CRDATE	CRINIT	UPDATE	UPINIT
1		77B	331 SYCAMORE DR	AKRON		20000612	SSS	20000612	SSS
2		77B	331 SYCAMORE	AKRON		20001102	TA1	20001101	TAC

NOTE: IF SOCIAL SECURITY NUMBER WAS CHANGED AFTER CHECKING SOCIAL SECURITY VERIFICATION SYSTEM, THEN THE HIGHER NUMBERED UCI (LATEST ONE ADDED) WILL AUTOMATICALLY BE TERMINATED AND THE TERM REASON SET TO EDUP1 BY THE NIGHTLY MEMBER MAINTENANCE PROCESS

**TITLE: POTENTIAL DUPLICATES – AS OF DDMMYY**

**EXPLANATION:**

This report contains a list of records that might be duplicates. It uses the last eight characters of the last name and the first 4 characters of the first name. The board should review the report to see if one of the records should be considered a duplicate. One example would be to check to see if one of the records has a real SSN and another uses the default (55555555) but all or most of the rest of the data items are the same. When a duplicate is identified the record with the incorrect SSN should be marked as EDUP1 and the through date changed to today’s date. At some point in the future there may be a process developed to automate this validation electronically, but for now manual changes are necessary to prevent the record from appearing on the report

**Member Reports - Sample # 8**

**Member Maintenance Report IEL038R1**

IEL038R1		ODMH/OIS - MEMBERSHIP SUPPORT GROUP POTENTIAL MEDICAID ELIGIBLE CLIENTS PANEL = 11B						AS OF 16FEB99 PAGE 1
	UCI OR MEDID	LAST NAME	FIRST NAME	DOB	SOC.SEC.#	GEN	PLAN	PANEL
1	MEDELIG = 098276034380 DIAMOND = 9239433	HICKEY HARRISON	HAROLD ANTHONY	03/23/85 11/22/84	254842339 254842339	M M	 DFNON11E	 11B
2	MEDELIG = 105142735599 DIAMOND = 9207304	SCHROEDER MANN	ZACHARY ZACHERY	09/12/94 09/12/94	235686419 235686419	M M	 DFNON11E	 11B
3	MEDELIG = 236549965499 DIAMOND = 9255882	SPRATTSR SPRATT	JACK JACK	02/27/60 02/27/60	382643932 382643932	M M	 DFNON11	 11B
4	MEDELIG = 012589240380 DIAMOND = 9349938	SMITH SMITH	RACHEL RACHAEL	10/11/85 10/11/85	265443491 265443491	F M	 DFNON11E	 11B
5	MEDELIG = 210490310799 DIAMOND = 9349927	SHANNAN SHANNON	ANNE ANNE	12/31/85 12/31/85	321905918 321905918	F F	 DFNON11E	 11B
6	MEDELIG = 108763459899 DIAMOND = 9286477	GARRISON SMITHERS	LORA ELIZABETH	09/18/76 12/28/81	291128789 291128789	F F	 DFNON11	 11B
7	MEDELIG = 654045446507 DIAMOND = 9285863	MASTERS ANDREWS	LANESHA DAVID	11/16/86 11/10/86	365840296 365840296	F M	 DFNON11E	 11B
8	MEDELIG = 432105611401 DIAMOND = 9252753	MILLER PARSONS	CAROL CAROL	02/05/57 02/05/57	295142227 295142227	F F	 DFNON11E	 11B
9	MEDELIG = 154016340803 DIAMOND = 9253822	WELLS WELLS	TARA TARA	04/10/85 04/11/85	234520926 234520926	F F	 DFNON11E	 11B
10	MEDELIG = 023494702180 DIAMOND = 9255789	ARNOLD WILLIAMS	FREDA FREDA	03/22/91 03/22/91	382944393 382944393	F F	 DFNON11E	 11B
11	MEDELIG = 184510652014 DIAMOND = 9255789	WILLIAMS WILLIAMS	FREDA FREDA	03/22/91 03/22/91	382944393 382944393	F F	 DFNON11E	 11B

**TITLE: POTENTIAL MEDICAID ELIGIBLE CLIENTS**

**EXPLANATION:**

For each record there are two lines reported. The first line contains information from MEDELIG file the second line contains information from Diamond.

This report identifies records that don't have a Medicaid ID in Diamond have a Social Security number on MEDELIG that matched the Social Security Number on Diamond. By referring to the information in other fields on the report, the board can identify whether this is the same person or not. If the person is essentially the same, the enrollment clerk can remove this line from being reported in the future by entering the Medicaid ID into Diamond. The information from MEDELIG will overlay the Diamond fields when the member becomes Medicaid eligible, unless the Date of Birth is different. The Date of Birth is a crosscheck to prevent invalid changes from being posted. Otherwise an error in entering an invalid Medicaid ID might result in invalid changes being made to the Diamond record.

## Member Reports - Sample # 9

### Member Maintenance Report IEL045R1

OHIO DEPARTMENT OF MENTAL HEALTH										03/05/1999	1
OFFICE OF INFORMATION SERVICES											
MEMBERSHIP SUPPORT GROUP											
DAILY MEMBERSHIP MAINTENANCE - CRITICAL ERRORS											
----- PANEL=25M -----											
OBS	UCI	SSN	DATE OF BIRTH	LAST NAME	FIRST NAME	PLAN	PROV2	EFFECT. DATE	TERM DATE	TERM. REASON	
1	1035664	277454193	04/06/1974	JOHNSON	RAYMOND	MHMC25K	020024	04/04/1999	03/05/1999	ERR01	
2	1080922	000000000	06/04/1997	WILLIAMS	DANIEL	DFMCD252	002364	02/07/1999	03/05/1999	ERR01	
3	1073443	284504339	08/12/1973	WORTH	JANELLE	DFNON253	004589	06/25/1999	03/05/1999	ERR01	

IEL045R1

#### TITLE: DAILY MEMBERSHIP MAINTENANCE – CRITICAL ERRORS

(Separate page for changes in PANEL)

#### EXPLANATION:

This report identifies member records that contain a critical error. They have been terminated with a term reason of ERR01 and the termination date is the date the error was identified. The critical errors include:

- Missing first or last name
- Invalid social security number (invalid pattern, invalid characters, not enough characters, etc.)
- Effective date was a date greater than the day it was encountered (future date).

Corrective action includes:

Identifying the correct value for the field(s) that could cause a critical error.

Modifying the fields in Diamond that were incorrect

Changing the Term Reason to spaces and removing the termination date (to “reactivate” member).

**Member Reports - Sample # 10**

**Member Maintenance Report IEL046R1**

IEL046R1		OHIO DEPARTMENT OF MENTAL HEALTH OFFICE OF INFORMATION SERVICES MEMBERSHIP SUPPORT GROUP DAILY MEMBERSHIP MAINTENANCE - ELECTRONIC DUPLICATES	AS OF 05MAR99 PAGE: 1
	VALID RECORD	TERMINATED RECORD	
UCI	1083701	1090020	
PERSON NO.	00	00	
LAST NAME	DANSEN	DANSEN	
FIRST NAME	ROBERT	ROBERT	
MIDDLE INIT.		K	
BIRTH DATE	03/05/1963	03/05/1963	
GENDER	M	M	
RELATIONSHIP	O	C	
MARITAL ST.	S	S	
LANG. CODE			
RACE	B	B	
ETHNICITY	E		
MCARE NO.	19830805M		
MCAID NO.	189576016605	189576016605	
SOC. SEC. NO.	247565252	247565252	
EMPL. NO.	DAN03051963M		
MED. REC. NO.	DANSML		
HOME PHONE		2165558929	
BUS. PHONE			
ADDRESS 1	3131 MAPLE AVE	6122 WEST BROAD	
ADDRESS 2	C/O VIM GROUP HOME		
CITY	AKRON	AKRON	
STATE	OH	OH	
ZIP CODE	45115	45115	
SECURITY FLAG			
SEQUENCE NO.	02	01	
EFFECTIVE DATE	08/01/1997	11/23/1998	
TERM. DATE	.	03/04/1999	
PLAN	MHMCD76S	MHMCD76S	
COUNTY CODE	76	76	
RIDER		Z	
MCARE STATUS	45NN		
FAMILY SIZE	1	.	
ELIG. STATUS	E	E	
TERM. REASON	ETERM	EDUP1	
PROV2	000000	010048	
PANEL	76S	76S	
SALARY	\$0.00	\$0.00	
USERDEF1	189576016605		
COUNTY OF RES.	STAR	STAR	

**TITLE: DAILY MEMBERSHIP MAINTENANCE – ELECTRONIC DUPLICATES**

(Separate page for each duplicate record)

**EXPLANATION:**

This report identifies a member record that has been terminated as a duplicate. The terminated record has a term reason of EDUP1 and the termination date is the date the error was identified. The first record listed on the report is the valid record and contains the same social security number and date of birth as the record that was terminated. The lowest valued UCI was the record that is kept.

There isn't any corrective action that will enable the terminated record to be reactivated unless the Social Security Number or Date of Birth for the record listed as the VALID record changes. If there is data in the terminated record that is more correct than in the valid record, use the listing to post the changes to the retained (valid) record. If there are more eligibility dates or different eligibility spans in the terminated record than in the record retained, the eligibility records will need to be manually reviewed and the changes made manually. Modifying the term reason and term date will not fix the problem since it is automatically editing the records for duplicates daily. The providers using this UCI need to be informed of the correct (VALID) UCI to use for this client.

**Member Reports - Sample # 11**

**Member Maintenance Report IEL010R2**

IEL010R2		ODMH/OIS - MEMBERSHIP SUPPORT GROUP MEDICAID/DIAMOND COMPARISON PANEL = 04B					AS OF 01APR99 PAGE 1	
	UCI	MEDICAID ID	LAST NAME	FIRST NAME	DOB	SOC.SEC.#	PANEL	
1	MEDELIG = DIAMOND = 1414141	10101010101	FISHBURN FISHBURN	JOHN JOHN	08/05/1947 08/15/1947	254842339 254842339	04B	
2	MEDELIG = DIAMOND = 1515151	20202020202	SMITHSON SMITHSON	RALPH RALPH	07/05/1947 02/15/1945	354477829 254842339	04B	

**SAMPLE REPORT**

**TITLE: MEDICAID/DIAMOND COMPARISON**  
(Separate page for changes in PANEL)

**EXPLANATION:**

This report identifies a Diamond member with a different DOB than the DOB in MEDELIG. This is based on matching Medicaid IDs. Correction of these errors helps clean up problems in posting Medicaid eligibility. Due to manual enrollments, client records have been entered that were MCD but had a blank UserDef1 field. These are normally evaluated and they are placed in the proper plan and the Medicaid ID is moved to the UserDef1 field, if they are Medicaid eligible today. They are made NON and the UserDef1 field is blanked, if they are not eligible today. However, Date of Birth is used to validate that the Medicaid ID was correctly entered instead of assuming it was correctly entered. A few different Dates of Birth (often off by only one character in either month, day or year) and the same Social Security Number implies that it is the same person and the rules adopted would dictate that Medicaid's Date of Birth be used. Most of the records, however, have a different DOB (often much different) a different Social Security Number and often even different first and/or last names. This implies that the Medicaid ID supplied to the provider and the board does not belong to the person enrolled and the Medicaid ID should be removed from the record. The file used to create this report is also used in a new PREDI step that does nothing but move NON to the Plan and move spaces to the UserDef1 field. This insures that these records won't stay as MCD, while the problems are being fixed.