evolent HEALTH™	Policy ID: **EE-PHKY-002**
	Department: **Enrollment & Eligibility**
Policy Name: **834 Reject Reconciliation**	Revision Date: **May 1, 2019**
Author: **Janet Potts**	Review Date: **June 12, 2019**
Approved by: **Stephen Sullivan**	Approval Date: **June 12, 2019**

Partner: Passport Plan Health

Introduction

Product Availability

COMMERCIAL	☐ HMO	☐ PPO	*Products:* ☐ Small ☐ Indiv. ☐ Large	*Exchange:* ☐ Shop ☐ Indiv.	☐ All
	States: ☐ GA ☐ MD ☐ OH ☐ TX ☐ _____				
GOVERNMENT PROGRAMS	☐ MA HMO ☐ MA C-SNP ☐ MA D-SNP ☐ MSSP ☐ Next Gen ACO ☐ MA All				
	☒ Medicaid *States:*☐ AR ☐ DC ☒ KY ☐ MD ☐ FL				
OTHER	☐ Self-funded/ASO				

Related Documents

EE-PHKY-001 – 834 File Load Policy and Procedure

Purpose

The purpose of this document is to list out the return codes that result in 834 record rejects and document the steps to correct those errors.

Definitions

Term	Definition
DOB	Date of Birth
PCP	Primary Care Physician
SSN	Social Security Number
Terming	Termination date.

Policy

The eligibility specialist reviews the prelim 834 to see if any records were rejected. This document lists the rejected return codes and their steps to correct the issue.

Procedure

Note: *For questions on any reject, contact your manager before proceeding.*

List of Return Codes

The following table lists the return codes that result in rejected records from an 834 file. It is recommended that you have a web page opened to the Kentucky Medicaid portal (https,//home.kymmis,com/home/) prior to working the rejects in order to verify correct member information.

Note: Sometimes return codes don't match the type of reject found. For example, the return code says 600 but the data in the records reveals the reject to be a 230. This is because there can either be multiple errors and only one is listed in the load report or the error triggers a false match to a reason code (e.g. an 820 response code is really a form of overlapping effective dates instead of a subscriber with two member IDs). The only way to tell what the reject is for is to review the details of the records in question. If you are unsure how to proceed, contact your manager.

Table 1: Reconciliation of Rejected Return Codes

Return code	Reject Message	Meaning	Steps to Correct
120	Dependent ID doesn't have a matching Subscriber ID		NA
207	Invalid termination date	Not a valid date	Check the Kentucky Medicaid Portal. Update the Preliminary Working file accordingly
219	Effective date is after termination date		Modify the member's term date on the Preliminary Working file to match the member's effective date.
225	Invalid First Name	The same member has two transactions on the file with conflicting first names or name includes numeric characters	Check the Kentucky Medicaid Portal and Identify HPA. Update the Preliminary Working file or Identify HPA accordingly.
226	Invalid Middle Name	Multiple records for same member with different or mismatched middle names/initials	NA

Return code	Reject Message	Meaning	Steps to Correct
227	Invalid Last Name	The same member has two transactions on the file with conflicting last names or name includes numeric characters	Check the Kentucky Medicaid Portal and Identify HPA. Update the Preliminary Working file or Identify HPA accordingly.
230	Overlapping dates in 834 Data	The member has multiple transactions on the file with overlapping effective and/or termination dates	See 230 Return Code Reconciliation
239	Eff Date prior to member Birth Date	An effective is invalid	Check the Kentucky Medicaid Portal and Identify HPA. Update the Preliminary Working file or Identify HPA accordingly.
250	Duplicate Person Codes specified	The members share the same person code in Identify HPA.	NA
310	Actual SSN with two Birth Dates	Birthdates do not match for same person or another person has the same SSN	NA
315	Actual SSN with two Genders specified	The same member is listed with multiple genders on the file	NA
320	Actual SSN with two Addresses	The same member is listed with multiple addresses on the file	NA
350	Provider not found	Can't find provider in system	NA

| Return code	Reject Message	Meaning	Steps to Correct
600	Date Overlap	The members effective date on the file predates their most recent effective date in Identify HPA. This can be because true dates overlap or same person may be in the system multiple times with different relationship codes.	See 600 Return Code Reconciliation
717	Dependent Over Age Limit		NA
721	Invalid Plan Strategy ID	Plan strategy has not been configured in Identify HPA or does not exist	NA
729	Member already has active spouse on file	Most often there is a name or DOB change happening to the spouse. Occasionally the wrong member is listed as the spouse	NA
745	Multiple Subscribers for same Member ID	The SUB is terming and the logic creates a duplicate transaction with a different DOB and no plan strategy	Check the Kentucky Medicaid Portal and Identify HPA. Update the Preliminary Working file accordingly.
746	Member ID already exists on this Group ID	Member name is being updated. Record is rejected because the first name, last name or both do not match record in Identify HPA.	Update the name or DOB in Identify HPA to what is on the inbound file after verifying on the Kentucky Medicaid Portal.

| Return code	Reject Message	Meaning	Steps to Correct
820	Subscriber on same group with two Member IDs	The same member has multiple ID's on the file. This code may also show up when there are overlapping effective dates.	See 820 Return Code Reconciliation
968	Invalid SSN		NA

230 Return Code Reconciliation

To reconcile a 230 Return Code, do the following:

1. In the REPORT tab of the Excel spreadsheet created in the 834 File Load Policy and Procedure (See *EE-PHKY-001: 834 File Load Policy and Procedure* for Passport), filter on the 230 Return Code:
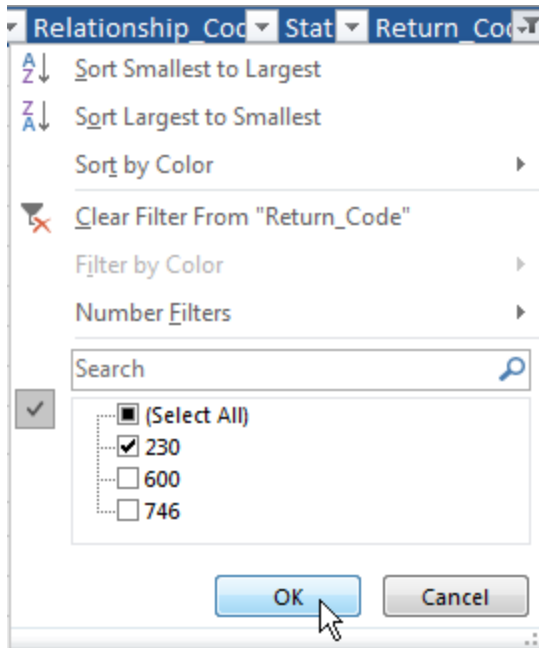
2. Copy the Member ID for the member whose entry is being reconciled.

3. In Identify HPA, click on the **Preliminary Working File** link.
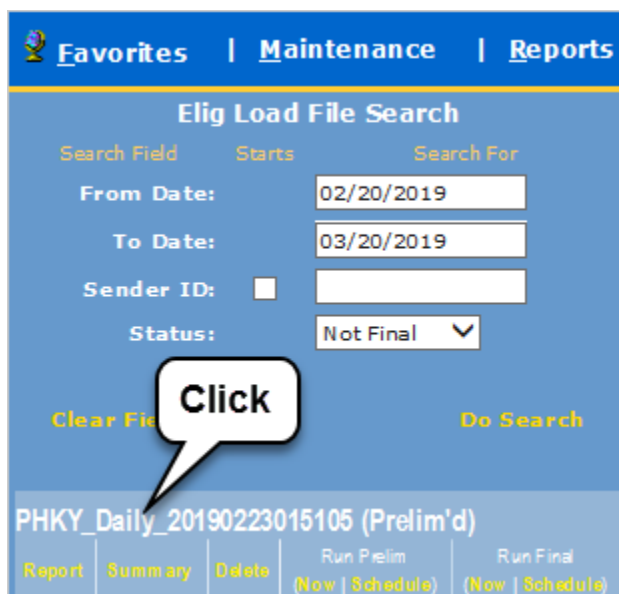
4. In the right pane, chose Member ID for the filter type, select Equals, and paste the Member ID from the Load Report into the field:

    PHKY_Daily_20190223015105

Filter:	Filter:	
Member ID		**Click**
Equals		
1234567890		Apply Filters Clear Filters

    Paste ID

5. Scroll to the Effective and Term date columns to determine where the overlap exists:

de Covr Effective Date	Covr Termination Date
20180501	20180630
20180701	20180731
20180701	20181001
20190401	99991231

    In this example there are two entries showing an effective date of 07/01/2018 but with different termination dates.

6. Now check that the LOB and Plan Strategies are the same for the two entries:

Default LOB Car	er Group Plan Strategy Id
13H4	1304
13H4	1304
13H4	1304
13H4	1304

7. Scroll to the end of the Preliminary Working File to determine which is the oldest of the overlapping entries.

MBI Elig Tran Seq Num	Start 834 Data Seq Num	
1188	1188	
1189	1189	**Older Sequence Number**
1190	1190	
1191	1191	

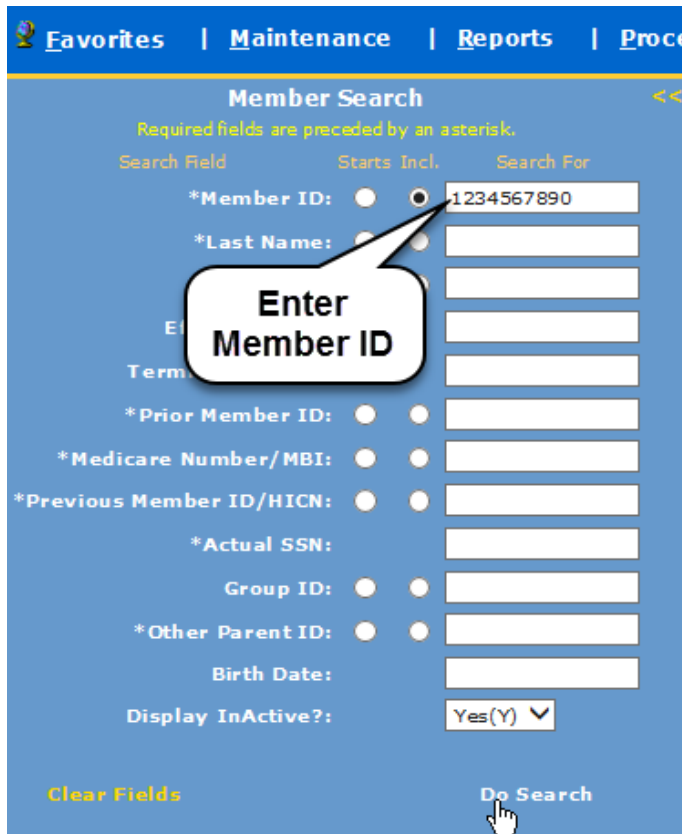8. Select the oldest record and click **Delete Record**:
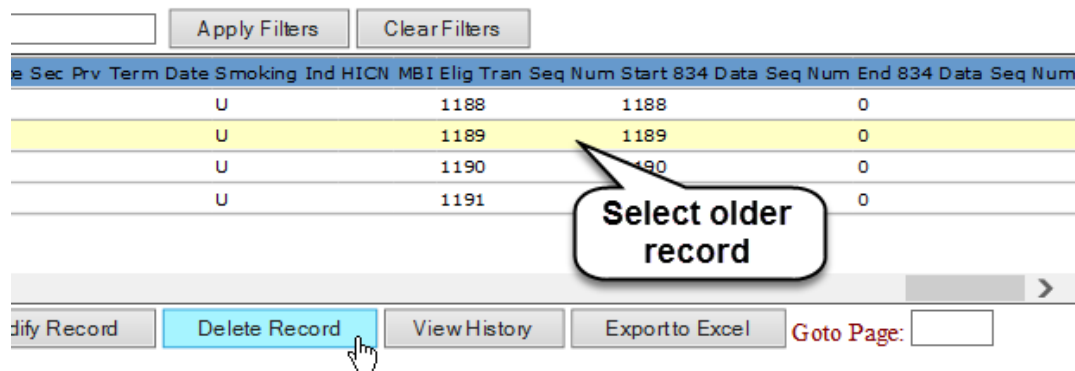
9. Repeat Steps 3-10 for each member with a 230 Response code.

600 Return Code Reconciliation

Note: Some 230 Return Code rejects may show up as 600s. If there are overlapping records, work them as a 230 (See 230 Return Code Reconciliation), re-prelim the file, and see if there are still rejects to be worked for that member.

To reconcile a 600 Return Code, do the following:

1. In the **REPORT** tab of the Excel spreadsheet created in the 834 File Load Policy and Procedure (See *EE-PHKY-001: 834 File Load Policy and Procedure* for Passport), filter on the 600 Return Code:
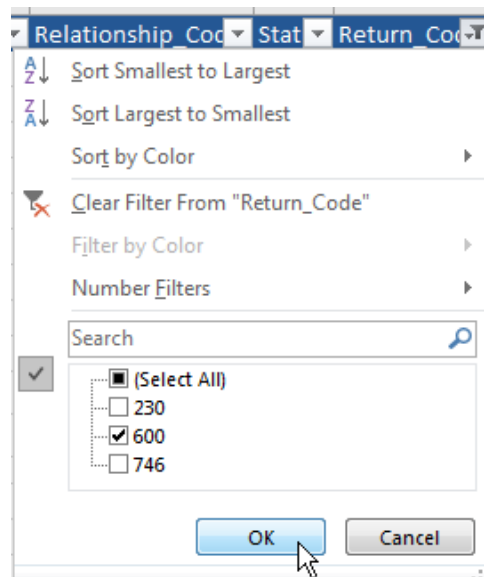
2. Copy the Member ID for the member whose entry is being reconciled.

3. In Identify HPA, click on the **Preliminary Working File** link.

4. In the right pane, chose **Member ID** for the filter type, select **Equals**, and paste the Member ID from the Load Report into the field, then click **Apply Filters**:

5. Scroll to the Effective and Term date columns:

e Covr Effective Date	Covr Termination Date
20151001	20171130
20171201	20180331
20180401	20180630
20180701	20180724
20180725	20180731
20180801	20181231
20190101	20190109
20190110	20190228
20190321	20190331
20190401	99991231

6. In a new Identify HPA window, go to **Maintenance** > **M** > **Members** > **Member**:
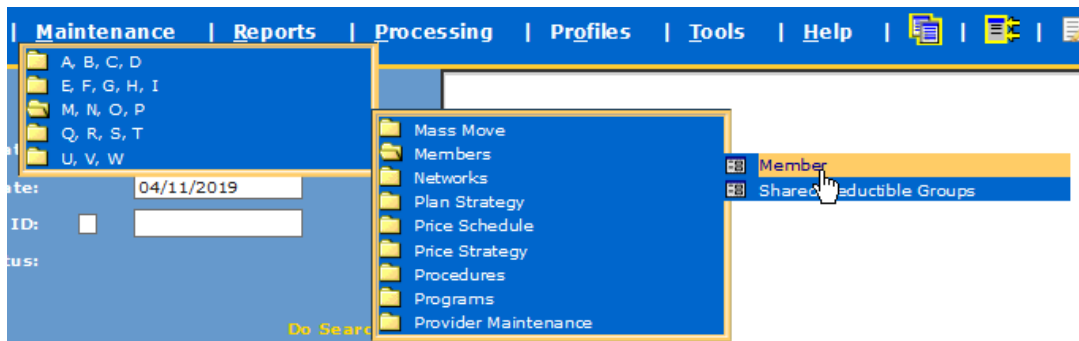
7. Paste the member ID copied in Step 2 into the form and click **Do Search**:

The member's coverage information displays:

8. Compare the dates, as well as the LOB and Plan strategy of each line in the Preliminary Working file with the entries for the member in Identify HPA and look for discrepancies. For example:
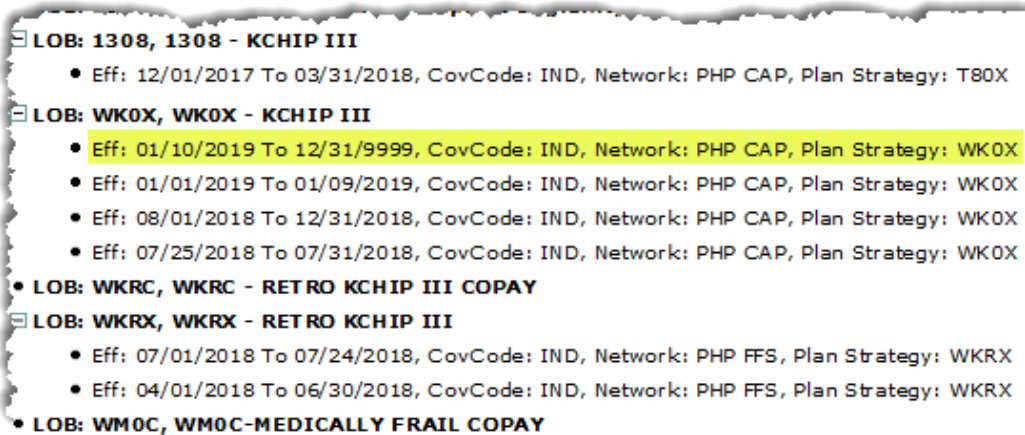
   The data in the Preliminary Working File shows coverage in the KW0X LOB and Plan Strategy for the following dates:

   - 01/10/2019 – 02/28/2019
   - 03/21/2019 – 03/31/2019
   - 04/01/2019 – 12/31/9999

However, Identify HPA only lists the following:

- 01/10/2019 – 12/31/9999

In this case, the data in Identify HPA would need to be modified as follows:

a. Change the termination date of the latest record under the WK0X LOB to match the record in the Preliminary Working File.
b. Add two more entries with the additional lines that are in the Preliminary Working file.

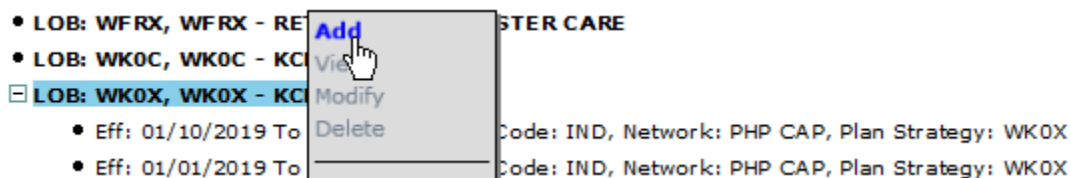9. Right click on the record with the incorrect date and click **Modify**.

10. Change the **Termination Date** to match the Preliminary Working File:
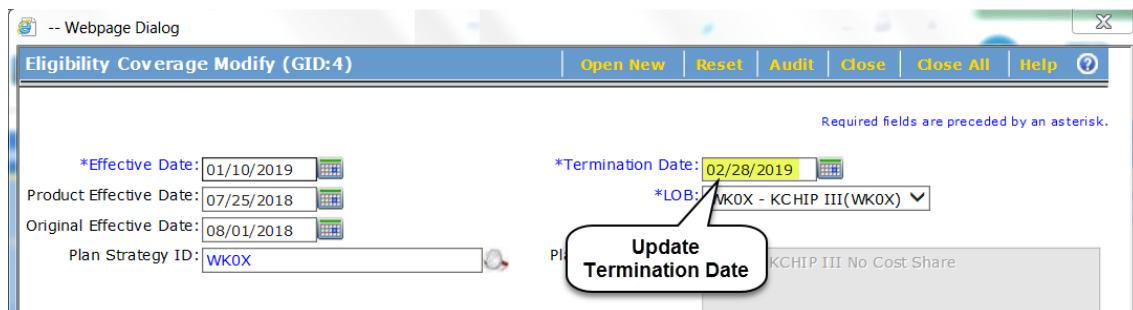
11. Click **Modify & Exit**.

12. Right click on the LOB with the missing entries and click **Add**:

13. Enter a new record using the effective and termination dates that are in the Preliminary Working File:

14. Verify that the Plan Strategy ID and LOB are correct.

15. Click **Modify & Exit**.

16. Repeat Steps 8-15 for all instances of missing or mismatched records.

820 Return Code Reconciliation

Sometimes an overlapping effective date will appear with a response code of 820. For example, a member may have the following effective dates in the load report:

- 3/1/2019 – 3/20/2019
- 3/19/2019 –3/31/2019
- 4/1/2019 – 12/31/9999

In this instance the first and second records overlap.

To fix an 820 response code, do the following:

1. In the **REPORT** tab of the Excel spreadsheet created in the 834 File Load Policy and Procedure (See *EE-PHKY-001: 834 File Load Policy and Procedure* for Passport), filter on the 820 Return Code:
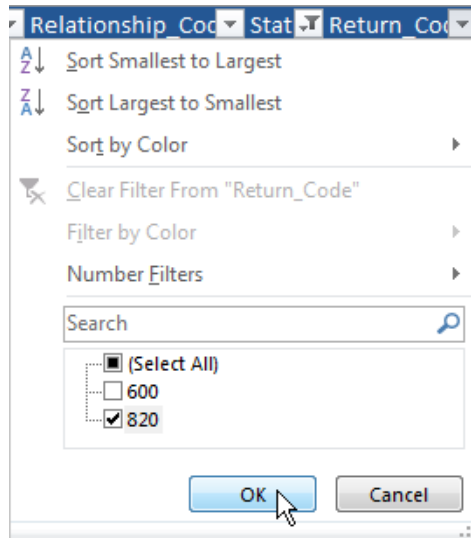
2. In the Preliminary Working File, verify the member's LOB and Plan Strategy for the overlapping dates.

3. Look up the member in the Kentucky Medicaid portal (https://home.kymmis.com/home/) to see what the state lists as the effective dates, LOB and Plan Strategy.

4. If there are different LOB or Plan Strategies, update the record in the Preliminary Working File to match the dates given in the Medicaid portal for each LOB/Plan strategy. In the example listed above, change the dates in the first two lines to match the Kentucky Medicaid portal so that the coverage doesn't overlap:

Covr_Effective_Dat	Covr_Termination_Dat	Ori	Default_LO		Plan_Strategy
20190301	20190318	2	13H4		1304
20190319	20190331	2	W9RX		W9RX
20190401	99991231	201	W9RC		W9RC

If the LOB and Plan Strategy are the same for both records, merge the dates by changing the term date on the first record to match the term date on the second record then delete the second record:

Delete second record

Covr_Effective_Dat	Covr_Termi		Default_LO		Plan_Strategy
20190301	20190331		13H4		1304
20190319	20190331	2(	13H4		1304
20190401	99991231		W9RC		W9RC

RECORD RETENTION

Records Retention for Evolent Health ("Evolent") documents, regardless of medium, are provided within the Evolent Health records retention policy and as indicated in CORP.028.E Records Retention Policy and Procedure.

Review History

Description of Review / Revision	Revision Date
New Policy	September 27, 2018
Change Policy Name and ID	November 9, 2018
Update Steps to Correct	January 25, 2019
Update Taxonomy	April 11, 2019
Add detailed descriptions for reconciling the most common reject types	May 1, 2019