

## ME Inquire Member Eligibility

Inquire Member Eligibility		
Item	Details	VA “As-Is” Details
<b>Description</b>	<p>The <b>Inquire Member Eligibility</b> business process receives requests for eligibility verification from authorized providers, programs or business associates; performs the inquiry; and prepares the response data set for the <b>Send Outbound Transaction</b> process, which generates the outbound Eligibility Verification Response Transaction. This transaction will, at minimum, indicate whether the member is eligible for some health benefit plan coverage under Medicaid, in accordance with HIPAA. This transaction may include more detailed information about the Medicaid programs, specific benefits and services, and the provider(s) from which the member may receive covered services.</p> <p><b>NOTE:</b> This process does not include Member requests for eligibility verification. Member initiated requests are handled by the <b>Manage Applicant and Member Communication</b> process.</p>	3. DMAS also provides information on copays.
<b>Trigger Event</b>	Interaction-based Trigger Event: Receipt of Eligibility Verification Request data set from <b>Receive Inbound Transaction</b> process.	
<b>Result</b>	<ol style="list-style-type: none"> <li>1. Eligibility Verification Response data set routed to <b>Send Outbound Transaction</b> process. Data set may include information such as eligibility start/end dates, programs the member is enrolled in, the providers that may render services, and covered benefits and services.</li> <li>2. Tracking information regarding the interchange as need for the <b>Inquire Member Eligibility</b> process, measuring performance and business activity monitoring.</li> </ol>	
<b>Business Process Steps</b>	<ol style="list-style-type: none"> <li>1. Start: Receipt of Eligibility Verification Request data set from Receive Inbound Transaction process.</li> <li>2. Determine Request status as initial or duplicate using rules to determine if the requester is “fishing”.</li> <li>3. Verify authorization of the requester to receive requested eligibility information.</li> <li>4. Query Member data store for requested information.</li> <li>5. Process Response.</li> <li>6. Log Response.</li> <li>7. End: Prepare response data set for the <b>Send Outbound Transaction</b> process.</li> </ol> <p><b>NOTE:</b> Security and Privacy verifications are handled by the Inbound, Outbound Transaction processes.</p>	

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<b>Shared Data</b>	<ol style="list-style-type: none"> <li>1. Member data store: Member demographics, benefit package, enrollment data; applicant/member financial, social, functional and clinical data.</li> <li>2. Data sets received and sent based on the HIPAA X12 270/271 and NCPDP Telecommunications Guide (current version) and Batch Guide (current version).</li> </ol>	
<b>Predecessor</b>	<b>Receive Inbound Transaction Process</b>	
<b>Successor</b>	<b>Send Outbound Transaction Process</b>	
<b>Constraints</b>	Eligibility verification request can ask for verification at the categorical, program, provider, or benefit level per X12 270 depending on trading partner agreements. For example, some trading partner agreements may support only a minimal response concerning eligibility status for general health benefit plan coverage (categorical level) as required by HIPAA.	
<b>Failures</b>	<ol style="list-style-type: none"> <li>1. Process unable to process Eligibility Inquiry Request</li> <li>2. Requester not authorized to receive requested information at the level asked, e.g., eligibility for mental health program, however requester may receive more general information such as verification of eligibility for health benefit plan coverage.</li> </ol> <p><b>NOTE:</b> Responses that a member is not eligible or is not active are not failures to process the request.</p>	
<b>Performance Measures</b>	<ol style="list-style-type: none"> <li>1. Time to verify eligibility and generate response data set: e.g., Real Time response = within __ seconds, Batch Response = within __ hours of receipt of Trigger data set.</li> <li>2. Response Accuracy = __%.</li> <li>3. Error rate = __% or less.</li> <li>4. CORE certified response.</li> </ol>	<ol style="list-style-type: none"> <li>1. Time to verify eligibility and generate response data set: e.g., Real Time response = within 05 seconds 97% of time, Batch Response = within _14_ hours of receipt of Trigger data set (processed overnight)</li> <li>2. Response Accuracy = _100_%</li> <li>3. <i>Expected Error rate = _0_%</i></li> </ol>