
From: Petre, Lori
Sent: Thursday, November 29, 2018 12:21 PM
To:

Cc:

Subject: Member Data Discrepancies - Reminders

Contractors are an important source for the validation of member related information for AHCCCS members. In that role is important that Contractors notify AHCCCS when member related demographic data (including key areas such as member name, DOB, gender, etc.) as known by the Contractor, differ from that provided by AHCCCS. This ensures consistency in the evaluation of data for areas such as Performance Measures, and Encounter editing, etc.

Just a few reminders as to the appropriate handling of noted discrepancies in these types of data:

If the Contractor identifies that member information is different from the data sent to them from PMMIS, the contractor should be either notifying David Rudnick and myself for urgent or issues impacting a number of members, or calling our Verification line at 602-417-7000 in Maricopa County and 1-800-962-6690 outside of Maricopa County to report any types of discrepancy's.

Based on the need of the case, if applicable David and I or our call center agents will take action by creating a referral which is then worked by one of our DMS analyst.

Please let us know if you have questions, thanks!