3

# CHAPTER 9

## ELIGIBILITY VERIFICATION

SECTION	Subject	
1		RVIEW General 1.1. Purpose of Chapter 1.2. Interface Requirements
	2.0.	Telecommunication Requirements 2.1. General 2.2. Site Survey 2.3. Lines/Modems 2.4. Protocols/System Software 2.5. Communications 2.6. Access to DEERS Facilities
2	Reporting Requirements	
	1.0.	Reporting Requirements and Other Requirements 1.1. DEERS Discrepancy Report 1.2. Adjustment Processing
	2.0.	Payment Record Requirements
	3.0.	Informing the Patient, Sponsor, or Provider of Claims Denial or DEERS Data Base Problems
	4.0.	Verified Information
	5.0.	Recoupment Procedures for Prior Claims
	6.0.	Handling Exceptions Referred by DEERS Program Office, DEERS Support Office, and Uniformed Service DEERS Project Officers
	7.0.	Processing Nonavailability Statement (NAS) Data on DEERS 7.1. General 7.2. Contractor Query 7.3. DEERS Reply 7.4. Contractor NAS Report 7.5. NAS Override Authority
	8.0.	<ul> <li>Managed Care Enrollment Reporting Procedures</li> <li>8.1. Network Primary Care Manager Selections</li> <li>8.2. Military Treatment Facility Primary Care Manager Selections:</li> <li>8.3. ADP Update Procedures:</li> </ul>

ELIGIBILITY VERIFICATION PROCEDURES

- 1.0. General
  - 1.1. Prepayment Eligibility Verification
  - 1.2. Exceptions to Query Process
  - 1.3. Sending a Query
  - 1.4. One-Step Query
  - 1.5. Two-Step Query
  - 1.6. Multiple Eligibility Segments
  - 1.7. Audit Trail
  - 1.8. DEERS Or Contractor Is Down For Extended Period Of Time
  - 1.9. System Interruptions
- 2.0. Online System
  - 2.1. Query Process
  - 2.2. Capabilities
- 3.0. TRICARE Eligibility Verification
- 4.0. TRICARE Claims Development
- 4 DEERS RESPONSE PROCESSING
  - 1.0. Response Processing
    - 1.1. Response Categories
    - 1.2. Clerical Processing Requirements
  - 2.0. Contractor Actions for Replies Indicating Patient Ineligible Treatment Period Outside Entitlement Period
    - 2.1. Deny Claim Totally or Partially
    - 2.2. ID Card or Eligibility Expiration
    - 2.3. Other Reply Code 70s
    - 2.4. Adjustment Processing
  - 3.0. Contractor Actions Required for other Situations
    - 3.1. Different Spouse Found on DEERS
    - 3.2. Different Status
    - 3.3. Pay Grade Different on DEERS
    - 3.4. Name Differences
    - 3.5. SSN Difference
    - 3.6. Patient Relationship
    - 3.7. Sample Basic Downloading Logic
    - 3.8. Operation Desert Storm Indicator
    - 3.9. Transitional Assistance Management Program (TAMP)
    - 3.10. Other
    - 3.11. Former Spouse URFS/04 Classification
    - 3.12. TRICARE-Tidewater
- 5 DISCREPANCY REPORTING
  - 1.0. General
    - 1.1. Conflicting Data and Expected Corrective Action
    - 1.2. Types of Conflicting Data

- 2.0. Contractor Research Procedures/Requirements
  - 2.1. Sponsor SSN Mismatch
  - 2.2. Any Sponsor Name Mismatch
  - 2.3. Any Patient Date of Birth (DOB) Mismatch
  - 2.4. Multiple Dates of Birth on DEERS
  - 2.5. Patient DDS and Sex
  - 2.6. Response from DEERS Indicating Ineligibility
- 3.0. Editing the Discrepancy Records to DSO
  - 3.1. General Information
  - 3.2. Contractor Tape to DSO
  - 3.3. DSO Tape to Contractor
  - 3.4. DSO Editing Procedures
  - 3.5. Contractor Action Requirements
  - 3.6. DSO Action
- 4.0. Contractor Reporting Procedures

## ADDENDUM A - FIGURES

- Figure 9-A-1 DEERS Eligibility Inquiry, Form 200 And 201
- Figure 9-A-2 DEERS Data Discrepancy Codes
- Figure 9-A-3 DEERS Eligibility Codes
- Figure 9-A-4 Contractor Data Discrepancy Codes
- Figure 9-A-5 Contractor Data Discrepancy Codes
- Figure 9-A-6 DSO Data Resolution Codes
- Figure 9-A-7 DSO Eligibility Resolution Codes
- Figure 9-A-8 Contractor Action Required On DSO Data Resolution Codes
- Figure 9-A-9 Hard/Soft Reason For Change Codes
- Figure 9-A-10 Contractor ID Inquiry Transaction (Type 1)
- Figure 9-A-11 Contractor Eligibility Inquiry Transaction (Type 2)
- Figure 9-A-12 DEERS Response To Contractor Inquiry (Type 3)
- Figure 9-A-13 DEERS Response To Contractor Inquiry (Type 4)
- Figure 9-A-14 Managed Care Program System Enrollment/Disenrollment Transaction (Type 5 TX.)
- Figure 9-A-15 Managed Care Program System Response Transaction (Type 6 TX.)
- Figure 9-A-16 Discrepancy Reporting System Contractor Transmittal Header Record
- Figure 9-A-17 Discrepancy Reporting System Contractor Batch Header Record
- Figure 9-A-18 Discrepancy Reporting System Contractor Data Discrepancy Record
- Figure 9-A-19 Discrepancy Reporting System Contractor Batch Trailer Record
- Figure 9-A-20 Discrepancy Reporting System DSO Transmittal Header Record

- Figure 9-A-21 Discrepancy Reporting System DSO Batch Header Record
- Figure 9-A-22 Discrepancy Reporting System DSO Data Record (No Errors Found)
- Figure 9-A-23 Discrepancy Reporting System DSO Data Record (Contractor Data Record In Error)
- Figure 9-A-24 Discrepancy Reporting System- DSO Data Record (Data Record For Rejection Batch)
- Figure 9-A-25 Discrepancy Reporting System DSO Batch Trailer Record
- Figure 9-A-26 Managed Care Program System Enrollment/Disenrollment Transaction - (Type 5 TX.) For Adjustments/Updates
- ADDENDUM B AGENCIES TO CONTACT FOR INQUIRIES CONCERNING DEERS ENROLLMENT OF FAMILY MEMBERS

## ADDENDUM C - DSO EDITS ON CONTRACTOR DISCREPANCY FILE

- 1.0. General Information
- 2.0. Tape Errors
- 3.0. Validity Edits
- 4.0. Relationship Edits
- 5.0. Edits Against Specific Contractor Data Discrepancy Codes
  - 5.1. Data Discrepancy Code 01
  - 5.2. Data Discrepancy Codes 02, 03, 04, 06, 08 or 10
  - 5.3. Data Discrepancy Codes 05, 07, 09, 11 or 40
  - 5.4. Eligibility Discrepancy Codes 51-59, 61-69 and 71-79
  - Figure 9-C-1 Fields In Error
  - Figure 9-C-2 Error Codes
  - Figure 9-C-3 Data Discrepancy Codes As Compared To Field Edit Messages
- ADDENDUM D KEY UNIFORMED SERVICE, DEERS AND TMA PERSONNEL
- ADDENDUM E EXPLANATION OF REASON FOR CHANGE CODES
- ADDENDUM F CATCHMENT AREA DEMONSTRATION REQUIREMENTS
- 1.0. General
- 2.0. DEERS CAM Logic Processing Diagram for Eligibility Codes 50 and 60
- 3.0. DEERS Eligibility Codes 01, 02-11, 70
- 4.0. Contractor Overrides
- 5.0. Contractor Discrepancy Reporting
- 6.0. Non-Availability Statement Processing
  - Figure 9-F-1 DEERS CAM Processing Logic
- ADDENDUM G DEERS Type 3 Response Record Data Element Definition

Figure 9-G-1 - CHAMPUS Medicare Matrix