



## Communication Release

3/12/2021

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### **Additional Validation for Date of Birth State Denials**

Providers have indicated concern regarding correcting date of birth (DOB) State denials. Particularly that the date of birth appears to match the state system or the patient's legal documents. Through SAPC's investigation of this concern, the following issues were identified and should provide additional clarification on the correction process.

- ❖ SAPC has held a number of claims related to DOB State denial reasons and is attempting to fix them without having to push them back to providers. Some of these claims are for overlapping patients with claims that were pushed back to providers. SAPC corrected a number of DOBs, which may coincide with claims that were previously pushed to providers. If the DOB is now matching and the provider did not change it, it was likely changed by SAPC in this process, but wasn't matching when the claim was originally submitted. SAPC hasn't communicated the specific clients out to providers as the process has not been completed.
- ❖ A significant number of patients have been found where the Client Demographics DOB was not the same as the Financial Eligibility DOB. The DOB sent to the state is from the Financial Eligibility (F.E.) section of Sage. Therefore, providers need to ensure the DOB on the F.E. matches the MEDS file/State system. Sometimes this is intentional as the DOB on the demographics is the actual DOB, but the F.E. was changed to match the MEDS file. Therefore, the demographics DOB is correct, but the billing is incorrect on purpose to match the state.
- ❖ We also found a significant number of cases where the DOBs matched the State, but the CIN was incorrect. The State denied those claims as incorrect DOB because the DOB sent didn't match the DOB for that CIN number. Since the state doesn't know the CIN was incorrect, they could only deny for DOB not wrong CIN.

To summarize, if you have verified the DOB on the F.E. is matching with the MEDS file (by calling the Sage Helpdesk as indicated in the previous provider communication dated 02/26/2021), then the next step is to verify the CIN number is correct. If everything is matching, then the claim is ready to rebill and the info was likely corrected either by the provider or by SAPC, but was incorrect at the time of the initial submission.