



CSR Inquiry Assistance

Related Medlearn Matters Article #: SE0516

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Related CR #:

Modified Edits for Matching Claims Data to Beneficiary Records

Key Words

Edits, Name, Form, Beneficiary, CWF, Surname, Initial, Claims, Number, Denials, SE0516

Provider Types Affected

All Medicare physicians, providers, and suppliers

Key Points

- The Common Working File (CWF) was approving claims where the beneficiary name and Health Insurance Claim Number did not match the name and number on the Medicare card.
- In October 2004, CMS made a software change to require an exact match on beneficiary First Initial, Surname, and Health Insurance Claim Number submitted on the claim.
- The number of claim denials has tripled because of name/number mismatch, since this change was implemented.
- Providers should bill using the name and number as it appears on the beneficiary's Medicare card to resolve these claim denials.
- If the beneficiary insists the Medicare card is incorrect, tell the beneficiary to contact their local servicing Social Security Field Office to obtain a new Medicare card.

Important Links

<http://www.cms.hhs.gov/medlearn/matters/mmarticles/2005/SE0516.pdf>