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## HIPAA Eligibility Transaction System (HETS) Data Issues

FINAL

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# 1 OPEN DATA ISSUES

Table 1 identifies currently open HETS 270/271 data issues.

**Table 1. Open HETS Data Issues**

Current Data Issues	Approximate Number of Impacted Medicare Beneficiaries	Date the Issue Started	Release or Date that a Fix is Planned	Detailed Description of the Issue
<p>Medicare Secondary Payer data is not returning all enrolment periods and plan information for select beneficiaries.</p>	<p>Unknown</p>	<p>October 7, 2019</p>	<p>Late November 2019</p>	<p>The Health Insurance Portability and Accountability Act (HIPAA) Eligibility Transaction System (HETS) Medicare Secondary Payer (MSP) records are not current for a limited number of beneficiaries. The Common Working File (CWF), HETS' MSP information source, implemented system changes October 7, 2019. The CWF changes inadvertently resulted in sharing beneficiary MSP updates or new occurrences with HETS only when there is claims activity. The CWF MSP data is accurate. If a beneficiary's MSP information changed since October 7 and there hasn't been CWF claims activity for that beneficiary, HETS MSP data isn't current. While there is no impact to claims processing, if you submit a claim to Medicare as primary payer based on HETS inaccurate MSP data and Medicare isn't primary payer, Medicare will deny your claim because you must bill the primary payer. However, that claim action will update HETS MSP data to reflect another payer as primary. CMS expects to correct this issue by late November.</p>
<p>After the Medicare Beneficiary received the first Pneumococcal Vaccine (PPV), CWF is not sending the eligibility information for the second PPV vaccine to HETS.</p>	<p>33%</p>	<p>Ongoing</p>	<p>Q2 2020</p>	<p>HETS' data source for prior PPV usage is the Common Working File (CWF). HETS returns PPV vaccination data using CWF records for HCPCS 90670 and 90732. HETS correctly returns the PPV vaccination next eligible dates for both HCPCS if the Medicare Beneficiary has never been vaccinated. When the HETS 271 returns no next eligible date available for PPV, the Medicare Beneficiary may have actually only received one of the PPV vaccines and may still be eligible for the second vaccine after a year between deliveries. CMS encourages Providers to discuss the Pneumococcal vaccine and any previous receipt of that vaccine with your patients.</p>

## 2 RESOLVED DATA ISSUES

Table 2 identifies resolved HETS 270/271 data issues from the last six months.

**Table 2. Resolved HETS Data Issues**

<b>Resolved Data Issues</b>	<b>Approximate Number of Impacted Medicare Beneficiaries</b>	<b>Date the Issue Started</b>	<b>Date the Issue was Resolved</b>	<b>Detailed Description of the Issue</b>
HETS was not returning Medicare Advantage (MA) plan coverage for selected MA plans.	1%	November 2017	March 2018	In particular circumstances, HETS was not returning MA coverage and plan information for Medicare Beneficiaries that had active MA coverage. This was limited to MA plans where there was no Plan Benefit Package (PBP) number on file in the MA plan database.
CMS identified a more accurate source of data for End Stage Renal Disease (ESRD) Dialysis Start Date and ESRD Dialysis End Date.	1%	Q1 2019	August 2019	HETS returns ESRD information on the 271 response when Service Type Code 'CQ' or 'RN' are included in the 270 request. CMS identified a previous issue with the data source used for the End Stage Renal Disease (ESRD) Dialysis Start Date and ESRD Dialysis End Date. CMS corrected this issue by utilizing an improved ESRD data source. The X12 format of the 271 response was unchanged.
HETS was returning incorrect Hospice episode information or occurrence counts when the Medicare Beneficiary had a new Notice of Election (NOE) and had billed Hospice episodes four or more years ago.	1%	Prior to March 2019	Implemented 11/4/2019	HETS' data source for Hospice information is the Common Working File (CWF). CMS identified an issue where CWF was sending incorrect Hospice information to other systems (including HETS) when the Medicare Beneficiary had a new Notice of Election (NOE) and previously billed hospice periods. CWF updates the file and corrects the Hospice history once a Hospice claim is processed for the new billing period. CWF updated their database and processes to resolve these discrepancies and prevent future occurrences. The HETS 271 response was also modified to return all historic Hospice episodes instead of an occurrence count.

## APPENDIX A - REVISION HISTORY

Table 3 provides a summary of changes made to this document.

**Table 3. Document Revision History**

<b>Version</b>	<b>Date</b>	<b>Description of Changes</b>
1-7	11/8/2019	Updated MSP Issue in open (Table1).
1-6	11/5/2019	Added new MSP Issue to open (Table 1).
1-5	11/04/2019	Moved Hospice issue from open (Table 1) to resolved (Table 2).
1-4	08/07/2019	Moved ESRD issue from open (Table 1) to resolved (Table 2).
1-3	07/24/2019	Revised estimated date to resolve PPV issue in Table 1. Target adjusted to Q2 2020.
1-2	07/03/2019	Added 1 new item (ESRD) to Table 1
1-1	05/23/2019	Added 2 new items (Hospice, PPV) to Table 1
1-0	12/20/2018	Initial version