

## Medicare 270/271 Transaction Audit Process

CMS continues to conduct audits of HETS 270/271 transactions. Components of these audits ensure that submitters are complying with the requirement to submit 270 eligibility requests only for valid, active Medicare providers and/or suppliers.

CMS has set a 97% match requirement to allow for occasional typographic errors associated with provider numbers, lags in provider enrollment and updates to HPG data. Therefore, CMS conducts audits requiring that no more than 3% of provider and/or NPI numbers (Medicare provider identifiers) can be in error, and that at least 97% of all transactions submitted contain a valid, authenticated Medicare provider identifier.

Here are some common provider number errors:

- Dashes in the provider number
- Terminated provider number
- Incorrect qualifier submitted with the number (i.e. a legacy qualifier submitted with an NPI or an NPI qualifier submitted with a legacy number)

NM108 = 'SV'

NM109 = Medicare provider number (PIN, OSCAR, NSC)

\*NM108= 'XX'

\*NM109 = NPI

\*This will be the only value valid after May 23,2008

Submitters who fail random audits will face suspension of their trading privileges.

If the provider number is sent in the proper X12 format with the correct qualifier, verify the provider number in HPG.

### **HETS 270/271 Suspension Procedures**

- If results from a random audit fail audit criteria, the clearinghouse access will automatically be suspended for the 24 hour period following the audit. MCARE will notify clearinghouses of their suspension through an email.
- After three such suspensions, the clearinghouse access will be terminated until a written Corrective Action Plan (CAP) outlining steps that will be taken to improve future audit results is submitted and accepted by CMS.
- Clearinghouses with repeated terminations will face penalties up to and including permanent suspension of HETS 270/271 trading privileges.

Per the Trading Partner Agreement, all HETS 270/271 submitters must take the necessary steps to ensure that only valid, active Medicare providers receive beneficiary eligibility information. Your cooperation in this endeavor is vital.

If you have questions about these audits or suspension procedures, please contact the Help Desk immediately.

**Medicare Customer Assistance Re: Eligibility (MCARE) Help Desk**  
**1-866-324-7315**