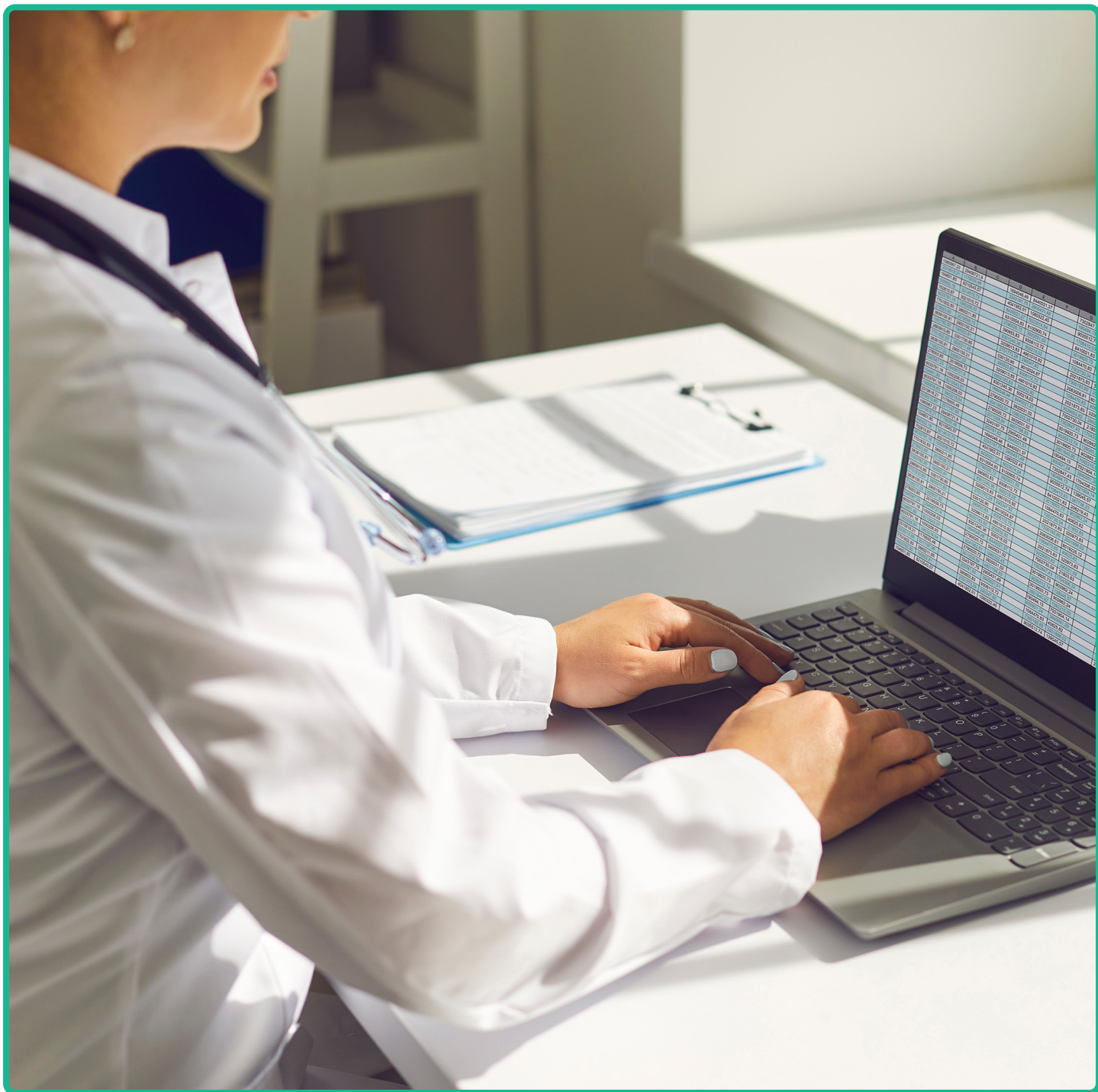




## Fix Death Date Errors in Medicare Records



Sometimes Medicare records incorrectly show that a patient has died, or the records list the wrong date of death. When this happens, Medicare will not pay the claim until we get a correction.

## Where Do These Errors Come From?

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Death dates in Medicare records can come from 3 sources:

- Health care providers
- The Social Security Administration (SSA)
- The Railroad Retirement Board (RRB)

Errors can happen when any of these sources submit wrong information or are slow to update their records.

## Fix Incorrect Dates of Death

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### If a Provider Made the Error

If you submit a Medicare Part A claim that incorrectly reports a date of death, you need to submit a **claim adjustment**.

#### **Scenario 1: The patient is still alive.**

Submit a claim adjustment to remove the death date:

- Change the discharge status code—replace codes **20, 40, 41, or 42** (which indicate the patient died) with the correct code that reflects where the patient actually went after discharge
- Remove **Occurrence Code (OC) 55** and the associated date of death from the claim

#### **Scenario 2: The patient died, but the date of death is wrong.**

Submit a claim adjustment to correct the date of death:

- Keep the discharge status as “expired”
- Update OC 55 with the correct date of death
- Check [Medicare eligibility](#) records for hospice, home health, hospital, or skilled nursing facility end dates that match the incorrect date—this can help identify where the error came from

## If SSA or RRB Made the Error

If the error is in an [SSA](#) or [RRB](#) record, the agency responsible for the patient's Medicare eligibility record must fix it before we can update the patient's eligibility.

The agency responsible can:

- Remove the date of death if the patient is alive
- Fix an incorrect date of death after the patient, a family member, or an authorized representative contacts the agency and provides the required documentation

For more information, find your [Medicare Administrative Contractor's website](#).



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