

8/14/15

BCBSMA Patient Identification System Enhancement ALERT

The Express Scripts adjudication system now allows for more accurate member eligibility identification. **This new logic applies to all Blue Cross Blue Shield of Massachusetts (BCBSMA) member claims since Aug. 3, 2015.**

Validated claim values and their NCPDP field numbers include:

- **Date of Birth (DOB)** – Field 304-C4
- **Gender** – Field 305-C5
- **Relationship Code** – Field 306-C6
- **Person Code** – Field 303-C3
- **Name** – Fields 310-CA (First Name) and 311-CB (Last Name)

Our records show an increase in Reject 65 (Patient Is Not Covered) at your pharmacy on BCBSMA member claims since August 3. The secondary message reading “NO MATCH ON DOB/GENDER/RELATIOSHIP/NAME” is returned along with the reject, indicating that the pharmacist should obtain the member’s accurate information so the claim can be resubmitted and properly adjudicated.

We ask that you please contact the Express Scripts Pharmacy Help Desk as needed for assistance in obtaining the valid Date of Birth (DOB), Gender, Relationship Code and/or Name.

To avoid rejects when processing claims for BCBSMA members, please be sure to submit the information shown on the member’s identification card.

For assistance processing a claim, contact the Express Scripts Pharmacy Services Help Desk at 800.824.0898 or 800.922.1557, or visit the Pharmacist Resource Center at www.express-scripts.com/prc.

