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New York State Department of Health
Bureau of Early Intervention Electronic Mailing List

Medicaid Data Conflicts and Resolution

Dear Colleague:

This e-mail will provide additional information regarding Medicaid Data Conflicts that providers are encountering while claiming to Medicaid through El Billing.com. Prior to submitting claims to Medicaid, the interim State Fiscal Agent (SFA), McGuinness, is verifying child Medicaid data with eMedNY (including CIN#, child's name, Date of Birth (DOB), etc.). Providers and municipalities will need to work together to resolve these conflicts. It is important to note that, to the extent municipalities and providers are successful in resolving Medicaid Data Conflicts, Medicaid will pay providers in the first instance and municipal funds will not be used to reimburse providers from the escrow account.

For any mismatched information, the SFA is producing the Medicaid Data Conflicts Report for providers and municipalities. To get to the Medicaid Data Conflicts report, click under "Reports" in the menu, then drop down to click "Medicaid Data Conflicts."

There are two tabs of information included within this report to assist in resolving these conflicts:

1. CIN Conflicts Tab: This tab lists any conflicts between the data provided from NYEIS or KIDS and the data received from eMedNY, in terms of first and last name, DOB, or gender. EMedNY returns results based on the CIN transmitted. There are three possible causes that must be researched:

    a. The CIN for this child in NYEIS / KIDS is incorrect

        i. The provider and municipality must work together to determine what the correct CIN is for the child. Since providers are enrolled Medicaid providers, they should have access to tools through eMedNY to research CINs, however, municipalities have experience and access to this as well.
        ii. When the correct CIN is determined, the information must be corrected in the source data system (NYEIS or KIDS) in order for claims to be appropriately processed to Medicaid.
        iii. For children enrolled in KIDS, municipalities will need to make this correction as providers do not have access to the KIDS database.

iv. For children enrolled in NYEIS, only the municipality and the child's service coordinator have access to record CIN details. The Department is directing the municipality to record this in NYEIS as soon as the correct CIN is determined. The incorrect CIN# must be end dated with the same date as the start date and the new CIN# entered with the appropriate start date. If the municipality is unable to add the new/correct CIN, they must contact the NYEIS Helpdesk to have this number added. The NYEIS Helpdesk has been directed to prioritize CIN data change requests received as soon as possible

ii. The DOB/Gender in NYEIS / KIDS is incorrect

i. This list allows the provider to look at any difference in the name, DOB and gender entered into NYEIS or KIDS and the data entered into eMedNY. If a provider can determine that the child's name listed in NYEIS/KIDS and eMedNY is indeed the same child but there may be a slight difference in name (i.e. Timothy vs. Tim), the provider can confirm this name is the same and allow the SFA to continue billing on their behalf.

1. To confirm a Name Conflict, check the box next to the child's name and click "Confirm Conflict" at the bottom of the page. That child should no longer appear in that list and the claim will be submitted to Medicaid.

ii. The provider should contact the municipality so that the child's name can be corrected in the source data system (KIDS or NYEIS). This would resolve the child from appearing on future Medicaid Data Conflict reports.

iii. If it is determined that the DOB and/or gender is incorrect in NYEIS/KIDS, the municipality must update this data in the source data system.

c. The DOB/Gender in eMedNY (from the local DSS) is incorrect

i. If any of the data is determined to be incorrect within the eMedNY system, it is crucial that the eMedNY source data system be updated.

ii. For changes needed in eMedNY (i.e. the child's date of birth or gender), the provider must work with the child's family and the Local Department of Social Services to have this information corrected in the Medicaid system. The child's service coordinator can assist the family with this process if needed.

2. No Medicaid Eligibility Information from eMedNY Available Tab: This lists children for which EIBilling.com has not received any data from eMedNY.

Children are listed on this tab as EIBilling.com has not received a response to its inquiry to eMedNY, typically because there may be no information for that child entered into eMedNY. There is no action needed for children on this tab. EIBilling will continue to send inquiries to eMedNY for children listed on this tab.

When the source data system is updated (NYEIS or KIDS), this information is transmitted periodically to the SFA who will verify the information with eMedNY and if correct (no mismatches), the claims will be submitted to Medicaid. The time frame for KIDS data to be transmitted to the interim SFA is dependent upon the municipality uploading the provider claim files to EIBilling.com. Data from NYEIS is transmitted weekly. Data that has been entered in NYEIS by Sunday evening will be transmitted to the interim SFA by Tuesday. Any data corrected in NYEIS will not be reflected in EI Billing until the data transmission is complete (Wednesday each week).

To access the EI Billing.com support knowledge base article regarding Medicaid Data Conflicts, please visit: https://support.eibilling.com/KB/a67/medicaid-data-conflicts.aspx?KBSearchID=2808.

Please note the following resources for questions:
Questions regarding EI Billing: providersupport@EIBilling.com
Questions regarding NYEIS: nyeis@cma.com
Questions regarding KIDS: kids@health.state.ny.us
Questions for the Bureau of Early Intervention: bei@health.state.ny.us

Please do not respond to this e-mail announcement.

Thank you for your attention to this important priority.

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