

PACE

PROVIDER BULLETIN

April 26, 2017

DATE OF BIRTH EDIT

MONDAY, JUNE 12, 2017

PACE D.Ø specifications identify field 3Ø4-C4 -- DATE OF BIRTH as “Required.” Currently a claim submitted with a date of birth that does not match the date on the cardholder’s enrollment file is accepted and the advisory message “*Please check submitted Date of Birth*” is returned in the response.

To ensure those individuals receiving the PACE benefit are both enrolled in PACE and the correct person, PACE is replacing the advisory message with an edit.

Beginning Monday, June 12, 2017, PACE will compare the submitted date of birth with the date on file. To ensure accuracy, the Program’s D.O.B. has been verified with the Social Security Administration. Claims failing this edit will deny with NCPDP Deny Code “Ø9”—Missing/Invalid (M/I) Date of Birth.

If a claim denies for this reason and the Provider Services Help Desk is called, this date will not be divulged. To do so would permit the claim to be accepted without verifying that the person is the PACE cardholder which defeats the purpose of the edit.

Since no exceptions or overrides will be granted, it is suggested that prior to the implementation on Monday June 12, 2017, providers:

- request to see the PACE card (Is the prescription for Jane Doe, but the name on the card is Jayne Doe?)
- verify with the cardholder his/her date of birth. (There are many John Smith’s enrolled in PACE.)



Upon implementation of the edit, if the cardholder insists you have the correct date of birth, but his/her claim denies, the cardholder must contact the local Social Security office to correct the date.

Other questions may be directed to Provider Services at 1-800-835-4080.