

PACE

PROVIDER BULLETIN

August 23, 2017

DATE OF BIRTH EDIT IMPLEMENTATION

Beginning **Monday, October 9, 2017**, PACE will compare the date of birth submitted with the date contained on the PACE file. Claims failing this edit will deny with NCPDP Error Code “Ø9”—Missing/Invalid (M/I) Date of Birth.

PACE has reviewed the past three (3) months of history and has identified approximately 1,000 cardholders whose claims will fail this edit. To minimize disruption in claims submission, lists identifying cardholders who frequent your pharmacy have been created containing the DOB submitted and the DOB on the Program’s file.

To enable pharmacies to update cardholder records before implementation, this information will be made available beginning August 28, through September 8, 2017.

- Chain pharmacy corporate offices will be contacted for their preference to receive this information by secure e-mail or USPS mail.
- Non-chain pharmacies will be contacted for their preference to receive this information by secure e-mail, USPS mail or, if your list has only 1 or 2 cardholders, by phone.

Following implementation, providers receiving the DOB denial may contact the Provider Services Help Desk. Upon confirmation that the patient is a PACE cardholder, you will be told the DOB contained on the Program’s file to permit the claim to be resubmitted.

IMPORTANT: Claims having a significant disparity between the date of birth received and the date of birth on file may require further research.

NOTE: The Date of Birth, although not previously edited, has always been required; therefore, no provider programming change should be needed.

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