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### 3. ELIGIBILITY PROCESSING PROCEDURES

#### A. General Information

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##### **OVERVIEW:**

- A. Accurate and timely eligibility information is a key concern of all Providers in the IEHP network. IEHP receives Medi-Cal eligibility information from DHCS via an 834 file on a monthly basis. DHCS provides daily electronic eligibility files to update the Member files during the course of each month. For IEHP's DualChoice CalMediConnect Plan (Medicare – Medicaid Plan) program, IEHP receives confirmed enrollment data from CMS on a daily basis via the Daily Transaction Reply Report (DTRR). Once confirmation is received from CMS on the DTRR, the information is uploaded into IEHP's Membership System.
- B. Recognizing that the network is comprised of Providers with existing systems employing varying technologies, IEHP has four (4) methods of eligibility information distribution available to IEHP Providers:
1. IEHP Website at [www.iehp.org](http://www.iehp.org).
  2. Data Files transferred electronically via IEHP's Secure File Transfer Protocol (SFTP) server.
  3. Point of Service (POS) access for Providers who utilize the SpotCheck system from MediCheck, Inc.
  4. Edifecs 270/271 solution.
- C. Data files offer the most comprehensive Member information available to Providers. The files include both eligibility and demographic data provided from the monthly and daily 834 files and the monthly and daily CMS DTRR files. .
- D. IEHP processes the information received and assigns a PCP (that is linked to an IPA) and Hospital to each Member based on Member choice or prior affiliation with a PCP. In the event that neither Member choice nor prior affiliation is definable, an auto assignment process is conducted to assign a PCP and a Hospital to the Member, taking into account Member demographic information, such as address, age, gender, and language preference. IEHP then creates an eligibility file for each Provider that contains only those Members assigned to that entity.
- E. Data files are placed on the SFTP server for each Provider. A full monthly file is provided by the 1<sup>st</sup> of each month. Weekly files, that contain updated information, are provided on the 10<sup>th</sup>, 17<sup>th</sup> and the 25<sup>th</sup> of every month and Daily Delta files are provided every business days by 8:00PM . Providers are required to pick up their eligibility information from the SFTP server within three (3) days of transmission by IEHP. IPAs are required to submit eligibility lists to their contracted PCPs by the 5<sup>th</sup> and 15<sup>th</sup> of each month for the current months' enrollment.
- F. Capitated Providers also receive a monthly electronic file with their capitation checks that identifies retroactive eligible Members (adds) and Members who are no longer assigned to that Provider (deletes).

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#### B. Data File Format

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- A. The ELIGIBILITY Data File Format section details the Member eligibility information provided by IEHP once we have processed the Members in our system.
- B. Notes detailing the required data elements for each field are located behind the file format. An important item to notice is the Current Eligibility Status Code. This code can be an A, C, T, or N:
1. **A = Active** identifies existing Members or Members who were part of your organization last month (on daily/weekly and monthly files).
  2. **C = Change** identifies Members who have demographic changes or have changed PCPs but remain assigned to your organization (on daily/weekly and monthly updates).
  3. **T = Termed** identifies Members who are no longer assigned to your organization (on daily/weekly and monthly updates) and new Members to IEHP who are on hold (on monthly file only).\*
  4. **N = New** identifies Members who are newly assigned or reinstate after a break in eligibility to your organization (on daily/weekly and monthly updates).
    - \* Members on hold are identified if Element 27 of the Eligibility Data File Format “PHP Status” is 05, 55 or 59.
    - \* Members who are not included in the IEHP monthly eligibility file who are active in the health plan’s membership database are not eligible for the new month and should be disenrolled effective the first day of the current month.
    - \* Some ancillary Providers may receive only “A” and “T” codes on the monthly and daily files.
  5. Effective 01/01/2021, DHCS has implemented two new HCP Status Codes, (S5 and 15), noted below.

CODE	NAME	DESCRIPTION
S5	S5 - Incarceration - Retroactive recoupment of capitation	Incarceration - Retroactive recoupment of capitation
15	15 - Incarceration - Active recoupment	Incarceration - Active recoupment
S5	MED-S5 - Incarceration - Retroactive recoupment of capitation	Incarceration - Retroactive recoupment of capitation
15	MED-15 - Incarceration - Active recoupment	Incarceration - Active recoupment

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#### C. Naming Conventions

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##### NAMING CONVENTIONS:

- A. The naming conventions for Eligibility files are as follows:
1. All file names start with the IEHP assigned one or two (1 or 2) character Provider sub-id number (see the attached table to identify your sub-id).
  2. The 3<sup>rd</sup> through 6<sup>th</sup> characters represent the month and year (MMYY).
  3. The extension is either:
    - a. ELG - Indicates a full monthly file, or
    - b. W## - Indicates a weekly update (where ## is the date of file extraction).

##### ELIGIBILITY FILE EXAMPLES:

- A. A full monthly eligibility file is distributed once each month after the FAME file from DHCS has been processed. This file lists all active Members, new Members, and termed Members. An example of the file naming conventions for the monthly eligibility file is **A0999.ELG**.
- B. The filename breakdown is:
1. **A** identifies the Provider (IPA) by their sub-id.
  2. **09** is for the month.
  3. **99** is the year.
  4. **ELG** indicates a monthly eligibility file.
- C. A file containing only updates to a Members eligibility status is transmitted weekly. An example of the file naming conventions for a weekly eligibility file is **011199.W17** and daily eligibility file **A010019.DD**.
- D. The weekly file name breakdown is:
1. **01** identifies the Provider (Hospital) by their sub-id.
  2. **11** is for the month.
  3. **19** is the year.
  4. **W** indicates a weekly update file.
  5. **17** indicates the day of the month that the eligibility file was extracted.
- E. The daily file name breakdown is:
1. **A** identifies the Provider (Delegated IPA) by their sub-id.
  2. **01** is for the month.
  3. **00** is for the day.

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#### **C. Naming Conventions**

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4. **19** is for the year.
5. **DD** indicates it is a daily update file.

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#### **D. File Transmission**

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##### **IEHP FILE PREPARATION FOR TRANSMISSION:**

- A. Using Pretty Good Privacy (PGP), files are compressed and encrypted by IEHP. IEHP encrypts each file with the respective public key sent to us from each Provider. See Section II D, PGP Procedures - Questions and Answers section for clarification.

##### **METHOD OF FILE TRANSMISSION:**

- A. The compressed, encrypted files are transferred by IEHP using Secure File Transfer Protocol (SFTP). The files are placed in the “elig” sub-directory of your home directory on the SFTP server.
- B. If you identify that the server is down, please contact the IEHP Help Desk at (909) 890-2025. If the server is down for forty-eight (48) hours, IEHP will contact you directly to establish an alternative method.

##### **DECRYPTING THE FILE:**

- A. Using PGP, GnuPG, or another OpenPGP standard compatible software package, Providers choose Decrypt, select the transmitted file, and then enter their Pass Phrase to decrypt the file.

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#### E. Eligibility Data File Transmission Schedule

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<b>Calendar Month</b>	<b>MONTHLY Eligibility File (full file)</b>	<b>FIRST WEEKLY Eligibility File (updates only)</b>	<b>SECOND WEEKLY Eligibility File (updates only)</b>	<b>THIRD WEEKLY Eligibility File (updates only)</b>
	RUN DATE	RUN DATE	RUN DATE	RUN DATE
Jan 2021	01/01/2021	01/10/2021	01/17/2021	01/25/2021
Feb 2021	02/01/2021	02/10/2021	02/17/2021	02/25/2021
Mar 2021	03/01/2021	03/10/2021	03/17/2021	03/25/2021
Apr 2021	04/01/2021	04/10/2021	04/17/2021	04/25/2021
May 2021	05/01/2021	05/10/2021	05/17/2021	05/25/2021
Jun 2021	06/01/2021	06/10/2021	06/17/2021	06/25/2021
Jul 2021	07/01/2021	07/10/2021	07/17/2021	07/25/2021
Aug 2021	08/01/2021	08/10/2021	08/17/2021	08/25/2021
Sep 2021	09/01/2021	09/10/2021	09/17/2021	09/25/2021
Oct 2021	10/01/2021	10/10/2021	10/17/2021	10/25/2021
Nov 2021	11/01/2021	11/10/2021	11/17/2021	11/25/2021
Dec 2021	12/01/2021	12/10/2021	12/17/2021	12/25/2021
Jan 2022	01/01/2022	01/10/2022	01/17/2022	01/25/2022

*Note: Any eligibility files generated after the 25<sup>th</sup> will be suspended until the Monthly Eligibility file is received*