Incorrect Data Posted to Common Working File (CWF)

Data	Situation	Impact to Provider	Resolution
Date of Death	Patient is deceased but date is incorrect.	Payments for service dates after the posted date of death will be rejected. The claim will Return to Provider (RTP).	1. Contact the local Social Security Administration (SSA) and provide information or documentation (e.g., copy of the death certificate) which reflects the correct date of death. Local SSA contact information can be found on the SSA Web site at www.ssa.gov. The national toll free number to SSA is 1-800-772-1213. 2. Once SSA updates their records, the information will be transmitted to the Common Working File (CWF). 3. Verify that the beneficiary's eligibility records have been updated either through the Direct Data Entry (DDE) system or through the Interactive Voice Response (IVR) Unit. 4. Retransmit/resubmit the claim.
Date of Death	Patient is not deceased.	Payments for service dates after the posted date of death will be rejected. The claim will RTP to the provider.	1. The beneficiary and/or a member of the beneficiary's family should contact his or her local SSA office to provide proof that the beneficiary is still alive. Provider may contact the local SSA for further guidance. Local SSA office telephone numbers can be accessed at www.ssa.gov. 2. Once SSA updates their records, the information will be transmitted to the CWF. 3. Verify that the beneficiary's eligibility records have been updated either through the Direct Data Entry (DDE) system or through the Interactive Voice Response (IVR) Unit. 4. Retransmit/resubmit the claim.

Incorrect Data Posted to Common Working File (CWF)

Data	Situation	Impact to Provider	Resolution
Medicare Secondary Payer (MSP) Record	Record shows on CWF as a valid primary insurer, but insurer information is incorrect.	Provider submits claim to the incorrect primary insurance.	1. The beneficiary should contact the Coordination of Benefits Contractor (COBC) at (800) 999-1118 to request that the MSP records be corrected. 2. Submit the claim to the correct primary insurance. 3. Submit to Medicare for secondary payment consideration.
Medicare Secondary Payer (MSP) Record	Record shows on CWF as a valid primary insurer, but Medicare should actually be primary.	Provider's claim is rejected indicating that the claim should be submitted to the other insurer first.	1. The provider and/or beneficiary must contact the COBC at (800) 999-1118 to request assistance with getting the record updated. 2. COBC updates the record if it is determined that the record was invalid. 3. Provider adjusts the original "Rejected" claim and transmits for primary payment from Medicare.

Disclaimer: The information provided in this job aid was current as of 06/19/2009. Any changes or new information superseding the information in this job aid will be provided in articles, publications and publication dates after 06/19/2009 and will be posted at www.PalmettoGBA.com/anc, www.PalmettoGBA.com/asc or www.PalmettoGBA.com/rhhi