

Eligibility is the most commonly used feature of NEHEN. Because it is so important, there are many questions about it. Please read below to find some explanations for common questions.

## Why, or Why Not?

### **1. Why do responses occasionally time out or come back as “Cannot respond at this time”? Is NEHEN Down?**

NEHEN is not down because you see “Cannot respond at this time”. One explanation may be due to system downtime at specific payer– it is not likely that all of the payers will be unresponsive at the same time. You should try one or two other payers to quickly determine if there’s a issue at your organization or at the individual payer. Most often, it’s an individual payer, you should contact your own Help Desk or System Administrator to report the problem and continue your work with the other payers.

### **2. Why is my eligibility response “patient not found”?**

In some cases, the patient may not have coverage with a certain payer. However, if you believe the patient does have coverage, verify that the information entered is correct. Confirm the payer info – who are you asking for the verification? Reconfirm that the information is actually correct, that you have the correct dates, numbers and correct spelling of names. Especially when you are doing many entries at once, it is easy to mistype without realizing it.

### **3. Why do the responses from payers on NEHEN often differ from what is on their website?**

NEHEN obtains the information displayed on the Eligibility Response page directly from the payer. Sometimes NEHEN is restricted in what we can display due to either (a) the limitations of the HIPAA standard transaction or (b) what the payer includes in their transaction. If there are specific examples of data elements which are either different or missing altogether, please forward as much information as possible (screen shots are helpful if possible) to Rebekah McLearn ([rmclear@csc.com](mailto:rmclear@csc.com)) and we will research the issue with the payers.

### **4. Why do we always need the subscriber info, when we don’t always have it?**

NEHEN’s inquiry screens are developed based on the requirements of the payer’s individual systems. Some payers may require certain Submitter information to be included when you are looking for a dependent to better ensure a unique match on the first try. NEHEN users have noticed however that sometimes if they submit all the patient information correctly as the submitter (even if the patient is a dependent) the payers **MAY** return an accurate response including the subscriber’s information. This is something you may wish to try however NEHEN cannot guarantee it will work in every situation.

### **5. Why is different information required for some payers?**

NEHEN’s screens are based upon what can be supported by the individual payer. We are in the process of revisiting the required fields with the payers to see if we can bring payers more in sync and therefore limit the variation among the payers.

## How do I...

### **6. How do I enter dates more easily? Do I need the slashes?**

You do not need the slashes to enter a date in NEHEN. You must use one of two date formats if you type dates in. You may use either the MMDDCCYY format without slashes, or the MM/DD/CCYY format with slashes (e.g. 08312009 or 08/31/2009). Alternatively, next to each field with a date, there is a Calendar Icon which can be clicked on to choose a specific date simply by clicking on it.

### **7. How do I print the information on the screen?**

There are two simple ways to print the information that is returned with an Eligibility Response. They both involve the print buttons located in the upper right side of the NEHEN screen. Using the “Print Summary” button will print the summary information of the Eligibility verification, or the top portion of the screen. “Print Details” will print the entire screen. The advantage to using these buttons is that you will eliminate the chance that your browser will cut off or lose information on the screen. These buttons create new windows or tabs with a simplified, easier to print, view.



## **Payer Specific**

### **8. Can I check Eligibility of an Out-of-State BCBS\* patient?**

You can, as long as you have the patient’s Member ID, including the alpha prefix and their date of birth. With the Member ID you are able to submit an Eligibility Verification via NEHEN. If you do not have the Member ID you will not be able to obtain Eligibility Information for an Out-of-State BCBS patient.

### **9. Why aren’t all of the payers I need available?**

NEHEN adds new payers and transactions with every release, always keep up to date with what payers are available. Also, NEHEN is working to increase the payers available. If there are other payers you are interested in, please contact NEHEN Program Management to have them added to the list of priority payers.

### **10. Can I get Medicare Eligibility through NEHEN?**

Medicare eligibility verification is available either with direct connectivity to Medicare or via NEHEN Hub. Please contact your System Administrator if you are interested.

### **11. Why is Medicare not available in Self-pay Search?**

Due to strict auditing limits in place with CMS, NEHEN does not allow sending self-pay searches to Medicare. Basically CMS monitors the number of ‘Patient Not Found’ responses as compared to the total number of Eligibility checks submitted by an organization. If the ‘Patient Not Found’ rate exceeds a set limit (approximately 30%), your organization will be put on probation and if it happens again you may risk losing the ability to submit Electronic Eligibility Checks to Medicare.

\* Regarding BCBS Downtime:

A BCBS ‘Home Plan’ “must support the ... core hours of operation, which at a minimum must be Monday thru Saturday from 6am to 12am Central Time, excluding holidays”.

If you are experiencing frequent ‘Cannot respond at this time’ error message from BCBS plans, please send specific examples with the Member ID, date and time of the transaction to BCBSMA EDI Support ([EDISupport@bcbsma.com](mailto:EDISupport@bcbsma.com)) and copy NEHEN Support ([NEHEN\\_Support@csc.com](mailto:NEHEN_Support@csc.com)) so that the issue may be researched.