



MASSACHUSETTS

New! *BCBSMA Alpha Name Search is Now Available for NEHEN Users!*

Beginning April 1st, NEHEN providers will be able to submit **BCBSMA Alpha Name Search Eligibility Requests** via NEHEN. Here are some important things to know to get started with this new functionality:

- ✓ You must have **NEHEN version 11.6** (or higher) installed. If you're currently running on a lower version or if you don't see the Alpha Name Search function on your BCBSMA Eligibility Request screen, please contact CSC at NEHEN_Support@csc.com for assistance.
- ✓ BCBSMA requires an **EXACT MATCH** on the patient's First Name, Last Name, and Date of Birth.
- ✓ This new functionality is available for **BCBSMA members** only. Patients enrolled with FEP (Federal Employee Program) and Out-of-State BCBS Plans (BlueCard) are excluded.
- ✓ For additional assistance with a BCBSMA Alpha Name Search Eligibility Request, please contact BCBSMA EDI Support at EDISupport@bcbsma.com. Be sure to enter "Alpha Name Search Eligibility Request" in the subject line.

An Alpha Name Search Eligibility Request (270) is submitted...	And the Eligibility Response (271) is returned with...	What do I do?
And BCBSMA identifies your patient (EXACT MATCH on the patient's First Name, Last Name, and Date of Birth)	Full eligibility and benefits including the patient's BCBSMA ID #	N/A
And your patient is enrolled with FEP (Federal Employee Program) <i>These members are not enrolled in BCBSMA's local eligibility database</i>	AAA*67 (Patient Not Found) and a message indicating "WE COULD NOT IDENTIFY YOUR PATIENT AS A BCBSMA MEMBER. PLEASE ASK THE PATIENT FOR HIS/HER BCBS IDENTIFICATION CARD OR CALL 800-676-BLUE FOR BCBS PATIENT ELIGIBILITY INFORMATION."	Ask the patient for his/her BCBS ID Card and resubmit your request with the ID #. Be sure to include the alpha prefix! BCBSMA will use the ID # to coordinate with FEP to return eligibility & benefits information to you.
And your patient is enrolled with another BCBS Plan <i>These members are not enrolled in BCBSMA's local eligibility database</i>	AAA*67 (Patient Not Found) and a message indicating "WE COULD NOT IDENTIFY YOUR PATIENT AS A BCBSMA MEMBER. PLEASE ASK THE PATIENT FOR HIS/HER BCBS IDENTIFICATION CARD OR CALL 800-676-BLUE FOR BCBS PATIENT ELIGIBILITY INFORMATION."	Ask the patient for his/her BCBS ID Card and resubmit your request with the ID #. Be sure to include the alpha prefix! BCBSMA will use the ID # to coordinate with the appropriate BCBS Plan to return eligibility & benefits information to you.

An Alpha Name Search Eligibility Request (270) is submitted...	And the Eligibility Response (271) is returned with...	What do I do?
And BCBSMA identifies <i>more than one</i> patient in our eligibility database with the same First Name, Last Name, and Date of Birth	AAA*68 (Duplicate Patient ID Number) and a message indicating “ <i>WE COULD NOT IDENTIFY YOUR PATIENT AS A BCBSMA MEMBER. PLEASE ASK THE PATIENT FOR HIS/HER BCBS IDENTIFICATION CARD OR CALL 800-676-BLUE FOR BCBS PATIENT ELIGIBILITY INFORMATION.</i> ”	Ask the patient for his/her BCBS ID Card and resubmit your request with the ID #. Be sure to include the alpha prefix!
<p>And BCBSMA is unable to identify a BCBSMA* patient in our eligibility database with the same First Name, Last Name, and Date of Birth</p> <p>⇒ Remember that BCBSMA requires an EXACT MATCH on the patient’s First Name, Last Name, and Date of Birth.</p> <p>⇒ If the patient has a suffix (Jr, Sr, III), be sure to include it as part of the patient’s last name.</p> <p>⇒ If the patient’s name has a special character (e.g, apostrophe, hyphen, space) be sure to include it.</p>	AAA*67 (Patient Not Found) and a message indicating “ <i>WE COULD NOT IDENTIFY YOUR PATIENT AS A BCBSMA MEMBER. PLEASE ASK THE PATIENT FOR HIS/HER BCBS IDENTIFICATION CARD OR CALL 800-676-BLUE FOR BCBS PATIENT ELIGIBILITY INFORMATION.</i> ”	Ask the patient for his/her BCBS ID Card and resubmit your request with the ID #. Be sure to include the alpha prefix!
And BCBSMA does not have all the information necessary to create an Eligibility Response	AAA*42 (Unable to Respond at Current Time) and a message indicating “ <i>WE COULD NOT IDENTIFY YOUR PATIENT AS A BCBSMA MEMBER. PLEASE ASK THE PATIENT FOR HIS/HER BCBS IDENTIFICATION CARD OR CALL 800-676-BLUE FOR BCBS PATIENT ELIGIBILITY INFORMATION.</i> ”	Ask the patient for his/her BCBS ID Card and resubmit your request with the ID #. Be sure to include the alpha prefix!
Without the Patient’s First Name and/or Last Name	AAA*65 (Invalid/ Missing Patient Name)	Resubmit your request with the Patient’s First AND Last Names
Without the Patient’s Date of Birth	AAA*58 (Invalid/ Missing Date-of-Birth)	Resubmit your request with the Patient’s Date of Birth