

## 6.14 Membership Status Validation (MSV)

### 6.14.1 Overview

The Switch MSV functionality enables the healthcare provider to electronically confirm the membership status and eligibility of a single patient, or group of patients, to receive medical scheme benefits prior to the service(s) being rendered.

It also enables the provider to download member and patient details for a single patient or for all patients linked to a specified membership number. This information is then used by the PMA to enable the user to automatically create records and / or accounts for those patients who are not yet captured on their system; or to overwrite existing patient details for patients who are already captured on their system. Furthermore the Switch MSV process enables providers to check the benefit status and availability for those patients who are members of participating schemes.

The Switch MSV process requires that MSV requests are sent in the MSV request message format (*refer to Annexure B:5.1*) and MSV responses are returned in the Switch MSV response message format (*refer to Annexure B:5.2*).

The Switch MSV process is based on the **Switch Now or Later** methodology which requires that the PMA incorporates functionality to enable the user to select to send an MSV request **Now**, immediately after it has been captured, or to flag the MSV request for **Later** switching. The functionality to send MSV requests Later has been designed to enable providers to submit lists of MSV requests for patients scheduled for future appointments. Should the PMA incorporate an appointment diary the functionality to generate and submit lists of MSV queries can be provided from within the appointment diary.

Where on-line access to a scheme's membership database is available, Switch will transmit the MSV request directly to the healthcare funder's system for processing. The response returned will reflect a 03 (Medical Scheme) indicator in the Validation Method field, field 7 of the RV record in the MSV response format. (*Refer to annexure B5 - MSV Message Formats*). Alternatively Switch will process the MSV query against a copy of the funder's cardholder file stored on the Switch system. In this case the response returned will reflect a 02 (Cardholder File) indicator in field 7 of the RV record. For schemes that do not provide Switch with access to their membership databases or cardholder files, Switch will perform a CDV check on the membership number. The responses returned will then 01 (CDV) indicator in field 7 of the RV record. Either way an on-line response to every MSV query will be returned in the same connection with information related to how the query was processed (ie against the destination's membership database, a cardholder file or against a CDV or format check).

The Switch MSV functionality makes provision for the user to generate MSV requests directly from the **'patient details'** screen within the PMA or alternatively via a menu option from the **'patients and accounts'** section of the PMA for patients for whom details have not yet been captured.

The **level of response** to an MSV request varies from funder to funder ie from a simple confirmation that the patient is an active member of the scheme to a response that reflects the benefit status of the member (eg member approaching threshold, full benefits available, etc). In some cases, depending on the capabilities of the healthcare funder, the amounts related to benefit availability could also be returned. The Switch MSV process has therefore been designed to enable the user to select, for each MSV request, the preferred level of response (*refer to annexure B5.2 – MSV Request Message format – field 2 of the M record*) ie:

*Level 1* will return the membership status and all available MSV details (including the patient's full name, dependant code, date of birth, ID number etc);

*Level 2* will return the membership status, all available MSV details, and the member demographic details;

*Level 3* will return the membership status, all available MSV details, the member demographic details as well as the available benefit information.

The level of the response returned (which is indicated in *field 2 of the M record of the MSV Response Message format, refer to Annexure B5.2*) depends of the capability of the scheme, and may therefore differ from the level that was requested.

When submitting an MSV request, if only the M record (without an associated P record) is sent, the details of all the dependants linked to the specified membership number will be returned in the response. If however both the M and P records are submitted only the detail related to the specified patient will be returned. Note that Switch will look for an exact match of the supplied information in the P record before returning information related to the specified patient ie if any of the patient detail supplied in the P record differs from that stored in the scheme's cardholder file (for example), an invalid status will be returned.

Regardless of the level of the response returned, the PMA should use the patient information returned with a valid MSV response (*a 02 indicator is returned in field 2 – Result Code – of the RV record*) to enable the provider to either select to automatically create a record(s) and / or account(s) for those patients who are not yet captured on the system (if the MSV requested was generated from the **'patients and accounts'** section of the PMA); or to enable the provider to select to overwrite existing patient details for patients who are already captured on the system (if the MSV request was generate from the **'patient details'** screen within the PMA).

In addition to the above, the PMA should display to the user, for all valid MSV responses, the required data for claim request processing (*returned in field 6 – Result Description – of the RV record*).

For future reference MSV responses must be stored for later referral from an **MSV History** facility within the ‘**patient details**’ screen of the PMA.

## 6.14.2 Functionality

To implement the Switch MSV functionality the PMA must incorporate the following:

<b>functionality to enable the user to generate MSV requests directly from the ‘patient details’ screen within the PMA</b>	via the Switch MSV Icon (refer to <i>section 6.3</i> ) refer to <i>section 6.14.3.1</i>	✓
<b>functionality to display the active Switch MSV icon on the patient details screen for Switch active and MSV participating schemes</b>	refer to <i>sections 6.3</i> and <i>6.14.3.1</i>	✓
<b>functionality to create MSV requests using the information captured on the patient details screen</b>	based on the Switch MSV request message format detailed in <i>Annexure B:5.1</i>	✓
<b>a prompt that enables the user to specify whether an MSV query should be submitted Now or Later</b>	refer to <i>section 6.14.3.1</i>	✓
<b>functionality to create and submit single MSV requests and to upload and display in the same connection the on-line responses to these requests</b>	based on the submission process described under <i>section 5.5.3.2</i>	✓
<b>functionality to flag MSV queries for ‘Later’ submission</b>	based on the user processes described under <i>section 6.14.3</i>	✓
<b>functionality to create and send a list of ToGo MSV requests from the Send MSV List sub-menu option under the Switch MSV menu and to upload and display in the same connection the online responses to these requests</b>	refer to <i>section 6.14.3</i>	✓
<b>functionality to enable the user to select, for each MSV request, the preferred level of response</b>	refer to <i>section 6.14.3</i>	✓
<b>functionality to prompt the user to update the existing patient and membership details within the PMA using the details provided in the MSV responses</b>	refer to <i>section 6.14.3</i>	✓

<b>functionality to generate MSV requests via an MSV Checker sub-menu option from the 'patients and accounts' section of the PMA</b>	for patients for whom details have not yet been captured refer to section 6.14.3	✓
<b>functionality to prompt the user to automatically generate patient records and / or accounts using the details provided in the MSV responses</b>	refer to section 6.14.3	✓
<b>functionality to display to the user, for all valid MSV responses, the required data for claim request processing</b>	refer to section 6.14.3	✓
<b>functionality to store MSV responses and to make these available for later viewing from an MSV history facility within the patient details screen</b>	to enable users to refer to MSV responses refer to section 6.14.3	✓

### 6.14.3 User Processes

The MSV functionality should cater for the following user processes:

#### 6.14.3.1 Generating an MSV request from the Patient Details screen

- The Switch MSV icon, which is used to initiate MSV requests from within the PMA, must display on the 'patient details' screen if the relevant medical scheme is Switch active and an MSV participating scheme.
- When the user clicks the icon, the PMA must prompt the user to send the MSV request **Now or Later**.
- If the user selects to send the MSV request Now, the PMA must prompt the user to select the preferred level of response, after which the PMA must create an MSV request (using the MSV request message format *detailed in Annexure B:5.1*) and transmit this request via SwitchComm Plus based on the submission process detailed under *section 5.5.3.2*.
- If the user selects to send the MSV request Later, the PMA must prompt the user to select the preferred level of response, after which the MSV request should be flagged for Later delivery.
- When the user selects to send MSV requests flagged for Later delivery the PMA should create an MSV request (using the MSV request message format *detailed in Annexure B:5.1*) incorporating all the MSV requests flagged for Later delivery and transmit these requests via SwitchComm Plus based on the submission process detailed under *section 5.5.3.2*.
- Upon receiving the responses to MSV requests, the PMA must display the information returned in the response records to the user.
- For all valid MSV responses (*a 02 indicator is returned in field 2 – Result Code – of the RV record*), the PMA must prompt the user to automatically generate a new patient record / account

using the patient and membership details from the details provided in the M and P response records.

- All MSV responses must be stored for later referral from an MSV History facility within the patient details screen.

#### 6.14.3.2 Generating an MSV request from the MSV checker sub-menu option under the Patients and Accounts section within the PMA

The following functionality is provided to enable users to generate MSV queries for those patients for whom details have not yet been captured:

- When the user selects the **MSV checker** sub-menu option a screen, which displays the following fields for user input, must be accessed:
  - a **medical scheme field** with pull down functionality that enables the user to select a medical scheme from a list of Switch Active schemes (Mandatory User Input)
  - a **membership number field** that enables the user to capture a membership number (Optional User Input if the ID number field is populated)
  - a **patient ID number field** that enables the user to capture an ID number (Optional User Input if the membership number field is populated)
  - a **member surname field**, that enables the user to capture the member surname
  - a **member initial field**, that enables the user to capture the member initials
  - a **member full names field**, that enables the user to capture the member's full names
  - a **member ID number field**, that enables the user to capture the member's ID number
  - a **patient surname field**, that enables the user to capture the patient's surname
  - a **patient initials field**, that enables the user to capture the patient's initials
  - a **patient full names field**, that enables the user to capture the patient's full names
  - a **patient date of birth field**, that enables the user to capture the patient's date of birth
  - a **patient dependant code field**, that enables the user to capture the patient's dependant code

As most schemes only require the compulsory input of either a scheme membership number or a patient ID number, the selection of a scheme and the input of data into either the membership number or patient ID number fields should be mandatory. Should this be insufficient information as per the scheme's requirements, Switch will return a response that includes a 'request for additional information' indicator (03 in RV2 of the response message) and will specify the additional fields required for data input in RV6.

Note that the input of the membership number only will return details of all dependants linked to that number. Should the user therefore wish to submit an MSV request for a single patient for

whom the ID number is not known the user can specify the patient using the other member and / or patient input fields in the M and P records.

- When the user selects to submit the query via a **SEND** option the PMA must prompt the user to submit the MSV request **Now or Later**
- If the user selects to send the MSV request Now, the PMA must prompt the user to select the preferred level of response, after which the PMA must create an MSV request (using the MSV request message format *detailed in Annexure B:5.1*) that incorporates all the mandatory data as captured on the MSV checker screen and transmit this request via SwitchComm Plus based on the submission process detailed under *section 5.5.3.2*;
- If the user selects to send the MSV query Later, the PMA must prompt the user to select the level of response, after which the MSV request should be flagged for Later delivery.
- When the user selects to send MSV requests flagged for Later delivery the PMA should create an MSV request (using the MSV request message format *detailed in Annexure B*) incorporating all the MSV requests flagged for Later delivery and transmit these queries via SwitchComm Plus based on the submission process detailed under *section 5.5.3.2*.
- Upon receiving the responses to MSV requests, the PMA must display the information returned in the response records to the user.
- For all valid MSV responses (*a 02 indicator is returned in field 2 – Result Code – of the RV record*), the PMA must prompt the user to automatically generate a new patient record / account using the patient and membership details from the details provided in the M and P response records.
- All MSV responses must be stored for later referral from an MSV History facility within the patient details screen.

**B:5    Member Status Validation (MSV) Format**

**B:5.1    Request Format**

Type H  
Type S  
  {  
    Type M  
    [Type P]  
  }  
Type E

LEGEND
{Repeats} [Optional]

Header (Start of Message) Record – Type ‘H’					Switch MSV Request Format
FIELD NO	FIELD NAME	FORMAT	REQ	MAN	REMARKS
1	Record Type	A..1	ALL	M	"H"
2	Transmission Number	I..10	ALL	M R	Unique sequential number generated by the PMA to identify this MSV request or group of requests.  This number is also used to populate E2 of the request message  Returned in H2 and E2 of the response message
3	Switch Format Version number	An..10	ALL	M	The version number of the Switch Format
4	PMA Software Package and Version No	An..30	ALL	M	The PMA software package and version number via which the MSV request is submitted. The version number should be separated from the package name using a colon (:)

Service Provider Record – Type ‘S’					Switch MSV Request Format
FIELD NO	FIELD NAME	FORMAT	REQ	MAN	REMARKS
1	Record Type	A..1	ALL	M	"S"
2	Request File Creation Date/Time	Dt..12	ALL	M R	Date/Time stamp the request file is created (CCYYMMDDhhmm).
3	Billing Practice PCNS number	An..18	ALL	M R	PCNS number of billing practice  Returned in S3 of the response message
4	Billing Practice Name	An..40	ALL	R	Name of Billing Practice
5	PMA Dataset Identifier	An..50	ALL	CM R	The PMA dataset from which the claim originated. This field is mandatory if the service provider / billing practice has multiple datasets. This field is used by the PMA to link back responses to their corresponding datasets.  Returned in S5 of the response message

Member Record – Type ‘M’					Switch MSV Request Format
FIELD NO	FIELD NAME	FORMAT	REQ	MAN	REMARKS
1	Record Type	A..1	ALL	M	"M"

Member Record – Type ‘M’					Switch MSV Request Format
FIELD NO	FIELD NAME	FORMAT	REQ	MAN	REMARKS
2	MSV Level	I..1	ALL	M	1 = Status validation and standard MSV details to be returned 2 = Status validation, standard MSV details and member demographic details to be returned 3 = Status validation, standard MSV details, member demographic details and benefit information to be returned
3	Member ID	An..20	ALL		ID / Passport number of the principal member
4	Member Title	An..5	ALL		Title of the principal member e.g. Mr, Dr.
5	Member Initials	An..10	ALL		Initial(s) of the principal member.
6	Member Surname	An..30	ALL		Surname of the principal member.
7	Member Full Names	An..30	ALL		Full name(s) of the principal member.
8	Membership Number	An..20	ALL	M R	Medical scheme membership number of the principal member. Returned in M5 of the response message
9	Card Swipe Indicator	An..1	ALL		Y/N – Indicator to show if the member information was retrieved by swiping a membership card.
10	Member's PMA Account No	An..15	ALL	R	The member's account number in the service provider's PMA Returned in M7 of the response message if this field is populated
11	Switch Destination Code	An..8	ALL	M R	Switch destination code for the medical scheme / plan Returned in M18 of the response message.

Patient Record – Type ‘P’					Switch MSV Request Format
FIELD NO	FIELD NAME	FORMAT	REQ	MAN	REMARKS
1	Record Type	A..1	ALL	M	“P”
2	Dependant Code	An..3	ALL		Dependant code of the patient
3	Patient Surname	An..30	ALL		Surname of the patient
4	Patient Initials	An..5	ALL		Initials of the patient
5	Patient Full Name	An..30	ALL		Full name(s) of the patient
6	Patient DOB	Dt..8	ALL		Date of Birth of the patient

Patient Record – Type ‘P’					Switch MSV Request Format
FIELD NO	FIELD NAME	FORMAT	REQ	MAN	REMARKS
7	Patient Gender	An..1	ALL		Gender of the patient: M = Male    F = Female    O = Other
8	Patient Relation Code	An..2	ALL		Code representing the relationship between the patient and the principal member.  01 = Principal Member 02 = Son 03 = Spouse 04 = Daughter 05 = Mother 06 = Father 07 = Other
9	Patient ID/Passport number	An..20	ALL		Patient ID/Passport Number

Footer (End of Message) Record – Type ‘E’					Switch MSV Request Format
FIELD NO	FIELD NAME	FORMAT	REQ	MAN	REMARKS
1	Record Type	A..1	ALL	M	“E”
2	Transmission Number	I..10	ALL	M	Unique sequential number generated by the PMA to identify this MSV request / group of requests.  This number is also populated in the ‘H2’ request record.  This number is returned in H2 and E2 of the response message
3	Number of MSV Requests	I..3	ALL	M	Total number of MSV requests (M records) in the file.

**B:5.2    Response Format**

Type H  
Type S  
  {  
    Type M  
      { [ Type P ] }  
      { [ Type BR ] }  
    { [ Type BR ] }  
  Type RV  
  }  
Type E

LEGEND:  
  
{Repeats}  
[Optional]

Header (Start of Message) Record – Type ‘H’				Switch MSV Response Format
FIELD NO	FIELD NAME	FORMAT	MAN	REMARKS
1	Record Type	A..1	M	“H”
2	Transmission Number	I..10	M	The original number submitted in H2 and E2 of the request message. This number used to identify this MSV request / group of requests.  This number is also returned in E2 of the response record

Service Provider Record – Type ‘S’				Switch MSV Response Format
FIELD NO	FIELD NAME	FORMAT	MAN	REMARKS
1	Record Type	A..1	M	“S”
2	Response File Creation Date/Time	Dt..12	M	Date/Time stamp the response file was created (CCYYMMDDhhmm).
3	Billing Practice PCNS number	An..18	M	PCNS number of billing practice as submitted in S3 of the request message.
4	Billing Practice Name	An..40		Name of billing practice as submitted in S4 of the request message.
5	PMA Dataset Identifier	An..50		The PMA dataset from which the request originated.  If populated in the request message this field is returned to enable the PMA to link back the response message to the corresponding dataset submitted with the original request message.

Member Record – Type ‘M’				Switch MSV Response Format
FIELD NO	FIELD NAME	FORMAT	MAN	REMARKS
1	Record Type	A..1	M	“M”
2	MSV Level	I..1	M	1 = Status validation and standard MSV details are returned 2 = Status validation, standard MSV details and member demographic details are returned 3 = Status validation, standard MSV details, member demographic details and benefit information is returned
3	Member Surname	An..30		Surname of the principal member.
4	Member Full Names	An..30		First name(s)/initials of the principal member.
5	Membership Number	An..20	M	Medical scheme membership number as submitted in M8 of the request message.
6	Member ID	An..20		ID / Passport number of the principal member

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Member Record – Type ‘M’				Switch MSV Response Format
FIELD NO	FIELD NAME	FORMAT	MAN	REMARKS
7	Member's PMA Account No	An..15		The member's account number in the service providers PMA as submitted in M10 of the request message.
8	Address 1	An..35		Postal Address Line 1
9	Address 2	An..35		Postal Address Line 2
10	Town/City	An..35		Town/City
11	Postal Code	An..5		Postal Code
12	Cardholder Telephone / Cellphone No	An..20		Contact telephone number of the principal member.
13	Medical Scheme Name	An..20		The name of the medical scheme
14	Medical Scheme Registration Number	An..15		Registration number of medical scheme
15	Medical Scheme Registration Type indicator	An..2		01 = CMS Registration Number 02 = Phisc Registration Number 03 = Other
16	Medical Scheme Plan / Option Name	An..20		The plan / option name of the medical scheme
17	Medical Scheme Plan / Option Reference / Number	An..14		The plan / option number of the medical scheme.
18	Switch Destination Code	An..8	M	Switch Destination Code for the medical scheme / plan as submitted in M11 of the request message.
19	Medical Scheme Contact Number	An..20		Telephone number of the medical scheme call centre / help desk.

Patient Record – Type ‘P’				Switch MSV Response Format
FIELD NO	FIELD NAME	FORMAT	MAN	REMARKS
1	Record Type	A..1	M	"P"
2	Dependant Code	An..3		The patient's dependant code
3	Patient Surname	An..30		Patient's surname
4	Patient Initials	An..5		Patient's initials
5	Patient Full Name	An..30		Patient's full name(s)
6	Patient DOB	Dt..8		Date of Birth of the person receiving treatment – CCYYMMDD format.

Patient Record – Type ‘P’				Switch MSV Response Format
FIELD NO	FIELD NAME	FORMAT	MAN	REMARKS
7	Patient ID/Passport number	An..20		Patient's ID/Passport number
8	Patient Gender	An..1		Gender of the person receiving treatment. M = Male; F = Female; O = Other
9	Patient Medical Scheme Effective Date	Dt..8		Membership commencement date at Medical Scheme
10	Patient Medical Scheme Termination Date	Dt..8		Membership termination date at Medical Scheme
11	Medical Scheme Status Code and Description	An..256		Medical Scheme Status Code and Description

Response Record – Type ‘RV’				Switch MSV Response Format
FIELD NO	FIELD NAME	FORMAT	MAN	REMARKS
1	Record Type	A..2	M	“RV”
2	Result Code	An..2	M	01 = Invalid 02 = Valid 03 = Additional information required
3	File Date	Dt..8		Date which the cardholder file was last updated.
4	Disclaimer	An..512		Medical fund disclaimer.
5	Comments	An..512		General comments.
6	Result Description	An..512	M	The description for the result code returned in ‘RV2’  If RV2 = 01 then rejection reason will be returned; If RV2 = 02 then the required fields for claim request processing will be returned If RV2 = 03 the mandatory required MSV request fields will be returned
7	Validation Method	An..2	M	01 = CDV 02 = Card Holder File 03 = Medical Scheme

Benefit Record – Type ‘BF’				Switch MSV Response
FIELD NO	FIELD NAME	FORMAT	MAN	REMARKS
1	Record Type	An..2	M	“BF”

Benefit Record – Type ‘BF’				Switch MSV Response Format
FIELD NO	FIELD NAME	FORMAT	MAN	REMARKS
2	Benefit Pool Description	An..30	M	Description of the benefit pool
4	Benefit Start Date	Dt..8	M	Benefit pool start date.
5	Benefit End Date	Dt..8		Benefit pool end date.
6	Maximum Benefit	N..12		Maximum benefit allowed for the benefit pool
7	Benefit Used	N..12		Benefit amount used to date from the benefit pool
8	Benefit Available	N..12		Current benefit amount available in the benefit pool
9	Comment	An..512		Comments

Footer (End of Message) Record – Type ‘E’				Switch MSV Response Format
FIELD NO	FIELD NAME	FORMAT	MAN	REMARKS
1	Record Type	A..1	M	“E”
2	Transmission Number	I..10	M	The original number submitted in the ‘H2’ and ‘E2’ request records used to identify this MSV request / group of requests.  This number is also returned in the ‘H2’ response record
3	Number of MSV Responses	I..3	M	Total number of responses in the batch.