Enterprise Person Hub

Data Integrity

* High Level overview and understanding of data flow – What data comes in? From where? What data goes out? To where.
* What the movement of data is within EPH?
* How data begins in EPH and modification? – EPH gets update to “person” data from sources it will re-match in real-time and adjust “households” accordingly.
* 9 source systems provide person identity data to EPH – RxClaim, QL, RxConnect, HBS, CATS, MC EMR, Novologix, CORAM and Accordant
* Source systems in each domain send member/patient demographic data to EPH for the purpose of matching
* EPH uses most recent address and phone number data to compare and determine if those person(s) belong to a ‘household’ but is not a system of record for demographic data like Name, Address, Phone Number.
* EPH matches source records using advanced probabilistic matching techniques and identifies same “individual” within / across source systems.
* Data is only used for matching and search functions. (Application must go to domain systems for data needs) EPH does not store any transaction data like Scripts, Claims, Eligibility.
* If 2 records have no matching active address/phone data, they don’t come together as a ‘household” regardless of match of other data – FN, LN, DoB, Gender etc.
* Any address/phone data that is not available on either record is treated as “missing” and gets a score of “Zero”
* What checks are performed to ensure completeness of incoming data?
* Does anyone perform any data reconciliation exercise to ensure what is in the system (mapping, batch and real time processes) is accurate and complete?
* Look at some of their key reports and check for data accuracy
* What types of reports are there within EPH?
* What is the process for when errors are identified?
* Hardware failure in September 2021 (HBS Card was replaced) Was there data loss/ Mapping errors as a result?
* Error that occurred from pharm tech not asking all questions when person comes in for prescription in Georgia. Prescription showed up on someone else account. How to avoid inaccurate/incomplete information being process through?
* Understanding what processes are in place to address potential loss of data.
* Balancing controls
* Validation of data – input editing (How is data validation check performed?)
* Is validation occurred between real time and ESL system/ What type of checks are on going. (ESL and EPH)
* AnySuccess and fail alerts to ensure data movement occurs as intended. Any validation checks going on? Or being stored. How is the process managed and remediation.
* Data integrity checks in place. (Understand the conceptual architecture) data integrity checks in each of these steps. Data integrity alerts (if data is not saved accurately)
* Automated system alert to the system owner
* Understand all the checks in place within EPH.
* EPH gets updates to ‘person’ data from sources, it then re-matches in real time and adjust ‘households’ accordingly
* How are updates and modifications verified?
* File path of these reports
* Completeness and accuracy check – What evidence are available to be show?
* We understand transaction data is not stored in EPH, but for mapping and search functions, what is data retention policy? – Is it being adhered to?
* What exactly is being stored in EPH?
* Retention (Not a main area of concern)
* Any screenshots/evidence that can be shared on how the process works
* Open up the narratives and begin to fill out.

