507 Events - Eligibility workflow in Application - Claim Simulator.

Purpose: This procedure explains how to resolve eligibility events 507, 509 and 597.

Edit	Definition
507	Eligibility found is partial
509	Contract not in effect for group/member
597	No active eligibility for service dates

Follow these steps to resolve partial eligibility events.

Steps	Action
1	Resolve all events top to bottom as they appear in the Event Resolution.
2	Determine if the claim is setting a newborn eligibility event (092, 280, GRC, etc.). <table><tr><td>**If the claim is...**</td><td>**Then continue to the...**</td></tr><tr><td>Setting a newborn eligibility event</td><td>092, 280, 281, 503, GRC and NBN Events, Follow newborn guidelines to edit resolution</td></tr><tr><td>**Not** setting a newborn eligibility event</td><td>Next step.</td></tr></table>
3	Go to Member Information and make note of the following information: • Name of patient • Date of birth • Gender • Date of service • Group number • Account prefix
4	Complete the following actions to access the membership file: • Check Member • Click the Member sub tab.
5	Check for the contract type <table><tr><td>**If the claim is...**</td><td>**action**</td></tr><tr><td>Large group</td><td>Continue to the next step.</td></tr></table>

	Small Group/Individual	• The membership screen will appear. • Continue to Step 7
6	Select the correct group number for the member. **Caution**: Ensure the group number is medical policy and is withing the dates of service.	
7	Compare the group numbers, account prefix, effective date and end date listed in the membership file to the group number and date(s) of service billed on the claim. **Note:** When a TRMDT/END DATE is present the coverage is active through midnight of the previous day.	

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- Determine if the claim was keyed/received under the **correct active** GROUP/CONT number.
- Make note of the effective and termination dates.

If the claim is...	then
Keyed/received under the correct GROUP/CONT number which is active	Pay the claim
Not keyed/received under the correct active GROUP/CONT number which is not active	• Go to the **Member Information** Tab. • Manually update the **Group ID** number Validate for the correct group is updated or not. **No further action is required within this process**.

9 If Member is not active in any groups/membership is terminated, then reject the claim

If rejecting for...	Non- ITS Home Claims (Local), use reject...	ITS Home Claims, use reject...
Date of service after membership terminated	R01030	R01030
Date of service is prior to effective date of membership	R85030	R11260
Overage dependent	R12230.	R11310