EMPI Administration

Process & Procedure Guide

Document Purpose

This document provides guidance on dispositioning duplicates as defined by the Enterprise Master Person Index (EMPI).

Intended Audience

The expected audience for this document includes:

1. DSS Management

2. DSS Cadres

3. Operational trainers

4. Operational staff as required

5. Access Health CT Staff

Version Control

Version	Date	Author(s)	Change
1.0	1/31/2016	DSS/AHCT	Initial Version
2.0	9/14/2018	Rob Marchant	Removed EMS from the scope of work

Key Reviewers

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Process Overview

High Level Description

Connecticut has a shared master person index called the Enterprise Master Person Index (EMPI). This system is based on the commercial solution of the same name; NextGate MatchMetrix EMPI.

The EMPI is shared/interfaced (at the time of writing) by the following subscriber systems:

- HIX/Tier-1

- ImpaCT

The EMPI system previously used to support EMS, which was the Department's legacy predecessor to ImpaCT.

The EMPI has reports that identify potential duplicate person records. The potential duplicates may be:

- False positives, i.e., close matches but not duplicates.

- Duplicates created by automated processes in subscriber systems. An automated process in a subscriber system may recognize the potential duplicate but in the interests of privacy defaults to creating a duplicate rather than linking two similar but potentially different records. This is correct operation.

- Duplicates created by user-driven processes in the subscriber systems. For the most part these are user-errors that occur when a user selects the incorrect person from a list of possible matches.

Scope of Work

The core scope of this task is concerned with HIX/Tier-1 related duplicates. Specifically the scope of this task excludes ImpaCT related duplicates.

The purpose of this task is to confirm the validity of the possible duplicate records and take appropriate merging actions to disposition. Workers will encounter Match Records that they can adjudicate definitively as duplicates as well as records that cannot be resolved due to insufficient data.

Process Details

The NextGate MatchMetrix EMPI system identifies duplicate consumer records in ImpaCT and the shared HIX/Tier 1 system. Processors will only be concerned with the HIX/Tier 1 system duplicates.

Initial Review

Each assigned task in NextGate requires a review and comparison of demographic data to determine if the set of records is an actual duplicate. Demographic data includes: First Name, Last Name, Middle Name, DOB, Gender, Address, SSN, and alternative names.

If it cannot be determined that the record is a duplicate or not a duplicate from the data elements on the NextGate screens, workers will search for client records in the shared HIX/Tier-1 system to help with the determination. Workers will review such items as active coverage dates, family relationships, phone numbers, emails, address history and any other data that might help with reconciling the assigned Match Records, i.e., the EMPI system uses demographic data elements to match individuals, but there are more data elements available that could help confirm that two records are for the same person.

Duplicate Match Records

When records are confirmed as duplicates, workers will initiate the process of merging the records. One of the Match Records must be designated as the *Primary* record, which will remain and absorb the other *Secondary* record. The first method for determining the correct (Primary) record will be to select the record with a Federally Verified Social Security Number. Under Task Details in NextGate, there is a [SSN Verified Source] field that will state "Interface with SSA" when the consumer's SSN is Federally Verified. If both records have a SSN that is Federally Verified, workers will assess the [Update Time] field, which will indicate a stamp date for the most recent action taken on each record. Workers will select the record with the most recent timestamp date and designate it as the primary record. If both records have the same date, workers will navigate to the shared HIX/Tier-1 system in order to determine which record has active coverage extending out the furthest, via the *Manage Active Enrollment Quick Link*.

False Positive Match Records

After assessing the records, the worker may conclude the records in NextGate do not belong to the same consumer. Workers are required to leave notes in the comments section of NextGate denoting their findings. The record is then designated as Unique, which will escalate the record to a supervisor/lead for confirmation and approval. No further action is required.

Inconclusive Match Records

After assessing the records, the worker may not be able to make a determination regarding the assigned Match Records. Workers are required to leave notes in the comments section of NextGate denoting their findings. The record is designated as Unique, which will escalate it to a supervisor/lead for confirmation and approval. No further action is required.

Supervisory Review

NextGate Match Records that result in one of the three outcomes above result in the record being escalated to a supervisor. The supervisor's role is to review and confirm the worker's assessment.