

## How to correct Mismatch on Resident information error

Purpose: The following document details how to correct Patient information when a mismatch is identified by Medicare.

Select the Patients Name and the Patient Information is displayed. This is the information that was submitted with the bill. Update the information that caused the mismatch.

It's important to note that if Client Registry had sent updated information since the bill was submitted, it does not update the information that was submitted with the bill. Also, if the information is corrected here, it will still need to be corrected in the Patient's Chart under Demographics.

The screenshot displays the 'Edit Insured Payment' interface. At the top, the status is 'Attention Required'. Below this, the location is set to 'Default' and the payment issuer is 'Health PEI'. The patient information section shows 'Mr. Floyd3 Redinger3' with a red circle around the name, a date of birth of '05/23/1973', gender 'Male', and identification number '30813711'. The billing practitioner is 'Dr. Kristy Newson' and the service date is '2021/Aug/05'. A 'Patient Information' dialog box is open, showing fields for 'FIRST NAME' (Floyd3), 'MIDDLE INITIAL', 'LAST NAME' (Redinger3), 'DATE OF BIRTH' (05/23/1973), 'GENDER' (Male), 'IDENTIFICATION' (PE 30813711), 'STREET ADDRESS', 'ADDITIONAL ADDRESS', 'CITY', 'PROVINCE/STATE', 'COUNTRY', and 'ZIPCODE'. The dialog box has 'Close' and 'Save' buttons at the bottom.