

PROMISe™ Eligibility Verification System (EVS) Error Codes

Error Code	271 X12 Error Status Code Description	Why the Error Set
42	Unable to Respond at Current Time	There is a PROMISe™ error that has occurred. Please try again.
43	Invalid/Missing Provider Identification	<p>PROMISe™ provider number is not 13 digits long. Verify that a valid 13-digit number was submitted.</p> <p style="text-align: center;">-or-</p> <p>Returned for Health Care providers who are not using their National Provider Identifier.</p>
50	Provider Ineligible for Inquiries	LIHEAP Providers are not eligible to inquire eligibility on MA recipients.
51	Provider Not on File	<p>The provider number submitted is not a valid number. Verify the number submitted.</p> <p>If an NPI is submitted and zip code or taxonomy is sent, confirm that the zip code and/or the taxonomy matches with the providers registered NPI information.</p>
52	Service Dates Not Within Provider Plan Enrollment	<p>The inquiry made covers a range of dates and the provider is not eligible for part or all of the period of eligibility being requested. PROMISe™ will return eligibility for the period when the provider is eligible, however, eligibility will not be returned for all days requested.</p> <p>Verify that you are using an open and valid PROMISe™ provider number and service location for the inquiry.</p>
55	Inappropriate Product/Service ID	Error only applies to inquiries that include a procedure code or NDC. The inquiry failed to find the procedure code or NDC submitted. Verify a valid procedure code or NDC was submitted.
57	Invalid/Missing Date(s) of Service	<p>Range of dates of service submitted exceeds a 31-day period. Maximum number of days is 31.</p> <p style="text-align: center;">-or-</p> <p>For ePrescribe –</p> <p>Range of dates of service is not acceptable. Hence start date of service should be end date of service, if two dates are submitted on the request.</p>
58	Invalid/Missing Date-of-Birth	Date of birth is required when performing a name or SSN inquiry and optionally on a Recipient ID request if Card ID is not present in the request.
60	Date of Birth Follows Date(s) of Service	Date of service submitted is before the date of birth on the recipient's eligibility file.
61	Date of Death Precedes Date(s) of Service	Date of service submitted is after the date of death on the recipient's eligibility file.
62	Date of Service not within Allowable Inquiry Period.	<p>Date Of Service In past (more than 10 years) or future (greater than last day of the current month)</p> <p>For ePrescribing - Date Of Service cannot be in the past</p>

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69	Inconsistent with Patient's Age	Error only applies to inquiries that include a procedure code or NDC. Recipient is too young or too old for the procedure code or NDC submitted.
70	Inconsistent with Patient's Gender	This error only applies to inquiries that include a procedure code or NDC. Gender of recipient is not valid for the procedure code or NDC submitted.
71	Patient Birth Date Does Not Match That for the Patient on the Database	Error returned if DOB submitted does not match recipient DOB on File.
72	Invalid/Missing Subscriber/Insured ID	<p>Recipient number submitted on the inquiry is invalid, is not numeric or 10 digits in length, or the card issue number is invalid. Verify a valid 10-digit recipient number and the current card issue number was submitted.</p> <p style="text-align: center;">-or-</p> <p>More than one recipient is found for the search criteria specified on the 270. Typically Name/DOB or SSN/DOB search.</p> <p style="text-align: center;">-or-</p> <p>Recipient number does not match Recipient number on file Recipient number <OR> Recipient number submitted was all ZERO's.</p>
73	Invalid/Missing Subscriber/Insured Name	Missing First or Last Name.
75	Subscriber/Insured Not Found	Recipient was not found based on the information submitted. Verify the recipient information.
76	Duplicate Subscriber/Insured ID Number	Based on the information submitted, more than one recipient was found. Use other search criteria such as Medicaid ID and Card Issue Number.
79	Invalid Participant Identification	<p>The Out-of-Network Provider ID submitted is not found. Verify a valid 13-digit PROMISe™ out-of-network provider number was submitted.</p> <p style="text-align: center;">- OR-</p> <p>ePrescribing - At LP2100A level of the transaction, the DPW Tax ID is present, but it is not correct. Verify that you are submitting the valid tax ID for DPW.</p>
T4	Payer Name or Identifier Missing	The submitter did not identify DPW as the entity they are sending the 270 request to.