



January 12, 2006

Dear Pharmacist:

In order to improve the process for increasing the match rate of Medicare Beneficiaries in the Eligibility Responses, we would like to provide you with some tips when submitting your eligibility transactions.

The best way to ensure a match is to use the Medicare A/B ID Card Number. This number should be entered into the Cardholder ID field exactly as it is shown on the beneficiaries Medicare ID Card. If the Medicare A/B ID Card Number is not available, the next best method is to enter the person's full Social Security Number (SSN) into the Cardholder ID field. Please do not include any dashes when entering this information, simply enter the 9 digit SSN from left to right.

If the Medicare A/B ID Card Number or SSN is not available, the next recommendation is to enter the zip code, gender code, first name, last name, and birth date. It is important to note that when entering this information, the more that can be entered when submitting the request, the more likely the system will be able to establish a match.

The system will attempt to match on limited information. However, this limited amount of information does not always result in a match. For example, the system will try to match on last name, zip code, birth date, and gender code. If this information results in more than one person, the system will respond that there is not a match as we can not ensure that we are providing eligibility for the correct person.

The fields that are most important to enter (in order of priority) are:

1. Cardholder ID, which can be the Medicare A/B ID Card Number, or the full Social Security Number
2. Last four digits of the Social Security Number, plus other identifying data (listed below)
3. ZIP Code
4. Gender Code
5. Last Name
6. First Name
7. Birth Date

Once again please note when using Zip Code, Gender Code, Last Name, First Name and Birth Date information, the more information that can be entered, the greater the likelihood of a match.

Also, please ensure that the first names entered accurately reflect the birth name. For example, if the person indicates their name is "Jim", question them regarding whether their birth name would be "James".

Thanks to everyone for your continued efforts to bring the very important Medicare Part D program to a reality. We have made great progress and we appreciate your support and patience this past week. We hope you are seeing this progress as well and that these few tips will increase your response rate on patient eligibility.

Sincerely,

Scott MacKenzie  
President  
Pharmacy Solutions  
Per-Se Technologies