

## IMMEDIATE ACTION REQUIRED

BHCS is experiencing an increasing concern with duplicate clients being created, names not matching Medi-Cal/Medicare, and alias names being entered in the main Name fields at the top of the Client Registration screen (alias names are ONLY to be entered in the Alias Name fields at the bottom of the Client Registration screen).

BHCS System Support staff is reviewing EVERY new Client Registration to verify that the new registration is not a duplicate, and that the new registration follows the “Client Naming Convention Rules”.

If a duplicate registration is found the services and episodes entered are deleted and the site is notified to re-enter the data. Continued deficiencies locating existing client numbers and creating duplicates, not following the “Client Naming Convention Rules”, or not entering the Birth Name/Place/Mothers Name fields WILL result in a special Client Registration training class and may result in revocation of your Client Registration privilege.

**NOTE: Medi-Cal/Medicare services CAN NOT be claimed to the State if the client name DOES NOT match the name on the Medi-Cal/Medicare card.**

### Alameda County BHCS Client and Billing System Client Naming Convention Rules

#### Last Name

- Enter a last name with up to 16 letters
- Last Name **must** ALWAYS exactly **match** Medi-Cal/Medicare name
- Leave out apostrophes and blank spaces
  - “O’Connor” should be typed “OCONNOR”
  - “Torres-Smith” should be typed “TORRES-SMITH” or as stated on Medi-Cal/Medicare card
- DO NOT enter Jr., Sr., etc. in the Last Name field, these are to be entered in the Generation field (see below)
- DO NOT enter spaces in front of name

#### First Name

- Enter a first name with up to 12 letters
- First Name **must** ALWAYS exactly **match** Medi-Cal/Medicare name
- Leave out apostrophes and blank spaces
- DO NOT enter spaces in front of name

#### Middle Name

- Enter a middle name with up to 16 letters
- Middle Name **must** ALWAYS exactly **match** Medi-Cal/Medicare name
- Leave out apostrophes, dashes and blank spaces
- DO NOT enter spaces in front of name

#### Client Generation

- Enter a generation title that is part of the client’s name, such as Jr., Sr., or the Roman Numerals II, III, etc.

#### Alias Name

- Leave out apostrophes and blank spaces
  - “O’Connor” should be typed “OCONNOR”
  - “Torres-Smith” should be typed “TORRES-SMITH”
- DO NOT enter spaces in front of name

**NOTE: Birth Name, Place of Birth and Mother’s First Name MUST be entered on Screen “2”.**