



# CBO DISPATCH

The “B” means BUSINESS

CBO Dispatch No.: NGA 17-005

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## PSEUDO NUMBER VS CLIENT INDEX NUMBER

**Did you know...?** Identification numbers ending with a P or a Q are pseudo Social Security Numbers (SSN) and not Medi-Cal Client Index Numbers (CIN). Often, when providers see a number ending in P or Q, that number is mistaken for the client’s CIN. People whose identity has not been linked to a valid SSN are issued pseudo SSNs. These numbers can be issued by Eligibility Workers in the Department of Public Social Services (DPSS) or the Department of Child and Family Services (DCFS). The pseudo number is used as an SSN for identity purposes. Pseudo numbers end with either a P or a Q (example: 12345678Q). Among the people who receive pseudo numbers are newborn babies, those classified as Permanent Residents Under the Color of Law (PRUCOL) such as refugees who have not received an SSN yet, foster children whose identities have not been verified, and undocumented residents.

Currently, contract providers are not able to enter pseudo numbers into the Integrated Behavioral Health Information System (IBHIS). In the near future, however, contract providers will be allowed to submit a pseudo number when creating or updating client demographics and/or Financial Eligibility in IBHIS. The Department of Mental Health (DMH) is in the process of updating IBHIS to accept pseudo SSNs. Providers will be able to submit pseudo numbers ending with a P or Q in the SSN field. IBHIS will return an error if the provider tries to create or update a pseudo ending with an alpha character other than P or Q. *IBHIS will not accept a pseudo number as a CIN.* Please work with your vendor on how to accomplish this in your agency’s Electronic Health Record (EHR). This Dispatch will be updated and reissued when the new functionality is available.

Please note that pseudo SSNs can be used to verify eligibility on the Medi-Cal website. When the CIN and the pseudo SSN are linked, the eligibility response should include the client’s CIN. Providers should refer the client to their Medi-Cal Eligibility Worker if the numbers are not linked or the client does not have his or her CIN at the time of visit. The Eligibility Worker will be able to link the client’s pseudo SSN with their CIN so that it will be available on their next office visit. This will assist in preventing errors and denied claims.

In cases where the SSN is truly unknown and no pseudo number was issued, continue to use 999999999 when admitting new or existing clients or updating Financial Eligibility’s SSN field.

### ***WE’RE WORKING FOR YOU...***

IBHIS providers, if you have any questions or need additional information, please create a HEAT ticket using the link below:

<https://extra.dmh.lacounty.gov/SelfServiceSupport/Pages/SelfService.aspx>.



**DOES NOT APPLY TO FEE-FOR-SERVICE PROVIDERS**

