

Preventing MDS Duplicate Residents

What is a duplicate resident?

A duplicate resident is one person in real life.

This person happens to be in a nursing home.

However, this one person exists as two or more records in the “mind” of the MDS System.

One of these “persons” may not have all their assessments credited on time, causing one or both to default in the RUG scores.

One of these “persons” may affect the quality measure calculations incorrectly, affecting the ratings on Care Compare and other reporting sites.

An example might be one assessment on “John Smith” and the next assessment reported on “John Smithe”.

How can this happen?

Any of the key fields may be inconsistent or incorrect in Section A of the MDS.

These fields include names, inverted or missing identification numbers, or even one incorrect character. Another way is including middle names or initials with the first name (like Mary J or Mary Jane or M Jane, instead of Mary).

Suffixes included with a last name can also cause this (like Smith Jr as a last name).

How can we prevent duplicate residents?

Use caution when setting up the resident’s new file.

- Make sure that **all identification numbers, date of birth, last name, first name, name order and gender** are correct with billing records. The best way to do this is to ask to see and document all insurance and Social Security cards.
- Do not rely on information from discharges from other health care providers.
- Use proper methods to verify and modify any incorrect information you may have already submitted.
- Double-check all pre-filled data on your computer screen as you work through assessments.

How can duplicate resident records be found?

- **MDS 3.0 Missing OBRA Assessment Report** – Check to see if the names are familiar. If the person is known to have timely and successful submissions, check the Resident ID field to see if it matches prior MDS documents. Look at the date of the last submission, especially the year, to get a sense of when the duplicate record might have been created.
- **MDS 3.0 Roster Report** – If a resident shows up more than once on the report, check the Resident Internal ID's to see if they match. Check the gender and birthdates, too.
- **Final Validation Reports from CMS** - Check the CMS reports from CASPER, not just the reports from your software.
 - **Error Message -1018 Inconsistent Record Sequence** – This message is caused by a submission out of the expected chronological order, or a duplicate Resident ID number.
 - **Error Message -1027 New Resident** - This can be caused by either an assessment transmitted before an Entry Tracking record, or by a duplicate Resident ID.

What are the next steps when a duplicate resident is discovered?

Contact your MDS Automation Coordinator.

In Washington, please send an email to MDSHelpDesk@dshs.wa.gov. Do not include any Protected Health Information such as name or identifying dates or numbers. Please include the suspected Resident ID numbers, even if only one of the numbers is known to you. Also be sure to include your phone, facility name and city. The Coordinator will contact you if more information is needed.

It is possible that the Coordinator will ask you to inactivate the record and resubmit a new record with the same assessment information but the correct key fields. This uses A0050 = 2 Inactivate. Do not proceed with this step until conferring with the Coordinator.

These steps should not wait until just before the Semi-Annual RUG Reports are scheduled to be compiled. It might mean that the default will still be on the rate-setting Semi-Annual RUG Report, which is final once released.

It is best to initiate the identification and correction process as soon as the need is discovered.

Feel free to ask for help as soon as it is needed. That is the best way to avoid a default RUG score and loss of reimbursement to your business. It can also help to maintain your correct Star rating in Nursing Home Compare.

Helpful Links

[MDS Rug Report Schedule](#)

[MDS RAI Manual](#), especially for more information on A0050 and Appendix B for the current WA MDS Team
[CASPER Reporting User's Guide](#) for list of Chapter 6: Available CASPER Reports

[MDS User's Guide](#) for Chapter 5: Validation Report Error Codes

Video: [MDS 3.0 Basics: How to Ask for Casper Reports](#), 2017

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