

MCO RECIPIENT CONFLICTING DATA REPORT FORM

(PAC)

INSTRUCTIONS FOR MCOS

1. The MCO representative should complete the Conflicting Data Report form when the MCO receives information that there is a discrepancy in the recipient's demographics.
2. All sections of the Conflicting Data Report form must be completed by the MCO representative who will be the contact for DHMH.
3. The PAC Program will compare the information with the PAC Eligibility Information System and MMIS. If the PAC Eligibility Information System and MMIS are showing the same information, nothing further needs to be done.
4. If the PAC Eligibility Information System has the reported information and MMIS does not, the PAC Program will update MMIS.
5. If neither MMIS nor the PAC Eligibility Information System are showing the reported information, the PAC Program will research further and verify if the reported information is correct. Once the information is verified, the PAC Program will update both the PAC Eligibility Information System and MMIS.

Mail forms to: PAC Eligibility Services Division
P.O. Box 386
Baltimore, Maryland 21203-0386
Phone: 410-767-3980