

Transition to Experian Patient Identity Verification (PIV) – FAQ

1. Will the data quality be the same or better than my current source?

Experian data has been tested numerous times against other demographic verification services, including the other two credit reporting agencies, and has consistently shown to have the most complete and accurate information. In addition, PIV will include a USPS validation and standardization along with valuable Red Flag (identity and fraud) warnings; services that are not standard with current address verification.

2. Will we have the same search options with PIV?

For OneSource users there are four search options with the Experian PIV service:

- Name/Address Search*
- Name/SSN Search*
- SSN only Search
- Name/State of Residence

*We highly recommend using these search options as primary to improve the accuracy of the result and to minimize false-positives.

For eCare Next or Epic users, Experian PIV will use all input patient data – Name, Address, SSN, DOB, Phone# - to process a search and find a match.

3. Can we still use our current Passport access on OneSource, IntelliSource, eCare Next, eCare Online, or Epic EDI?

Yes, you will continue to access PIV through your current Passport platform(s).

The user interface will look the same as it does today and the returned information will contain the same data, if not more in specific cases.

4. Do we need to make any technical changes to accommodate PIV?

No, you don't need to make any technical changes.

We will be requesting IP address range information in the near future to improve security.

5. Do we need to review and sign new paperwork for the PIV service?

No, no additional paperwork is required.

6. Will my pricing change?

No, your AV/PIV pricing and billing will not change.

7. Do we have the option to remain with our current AV source?

Passport will automatically transition your AV service to PIV beginning on the dates listed above. It is highly recommended that all current address verification clients transition to Patient Identity Verification because of the improved data quality and the direct service from Experian customer support on specific data questions or issues. Please contact your Passport Account Manager or Customer Support to discuss your concerns.

8. Who can I contact if I have questions?

Please contact your Passport Account Manager or Customer Support at customer.support@passporthealth.com .