**Patient Identity Verification (PIV) Red Flag Alerts - FAQ**

1. **What are Red Flag alerts or warnings?**

 Red Flags are alerts or warnings that identify patient information discrepancies (name, address, SSN, DOB) that may lead to a fraud or identity theft situation. Although relatively rare, Red Flags are very helpful to providers as part of an identity theft prevention policy and to minimize loss of revenues due to fraud.

1. **What are the possible Red Flag alerts?**

Attached is a list of possible Red Flag warnings along with suggested actions or scripting for each Red Flag situation.

1. **Where will I see the Red Flag Alerts?**

Again, Red Flag alerts are relatively rare, occurring less than 2% of all Patient Identity Verification transactions.

For OneSource and eCareNext users, Red Flag alerts will appear in the “Notes” field of the PIV response.

For Epic users, Red Flags will appear in the “Comments” section of the AV response.

1. **What do I need to do to receive Red Flag alerts with my Patient Identity Verification service?**

Red Flags will automatically go live the week of August 24, 2015 for all Experian AV/PIV clients.

No additional changes or special configuration is required for OneSource or eCareNext users.

For Epic clients, a Red Flag translation table in may need to be updated. Please contact your Experian Health Account Manager for details and guidance.

There will be no impact to your current AV/PIV pricing.

1. **Who do I contact if I have questions?**

Please contact your Experian Account Manager if you have questions or additional needs.