

IDENTITY MANAGEMENT

Identity Verification

Prevent healthcare identity theft with automated patient demographic verification and validation

Identifying possible demographic discrepancies and keeping the most up-to-date patient contact information in your core information system is a top priority. Without proper identity management and patient database diligence, your organization risks collection opportunities, its reputation and your patients' safety.

Identity Verification uses Experian's expansive, dependable and regulated data sources to arm patient access staff with the latest patient information during preregistration and at the point of service. Seamlessly, your organization automatically receives up-to-date, accurate demographic data directly into your patient registration system and alerts you when there are discrepancies.



Benefits to you

Identity Verification can help you minimize payment delays and reduce billing and collection costs while protecting your patients and your organization from identity theft.

1. Prevent claims denial
2. Minimize payment delays
3. Lower collection costs
4. Deter identity theft

How we do it

At preregistration or anytime during the point of service staff uses our continuously updated, proprietary demographic database to immediately validate and correct important patient information: name, address, Social Security number, date of birth, phone number and county.

- Updated demographic information is automatically uploaded into your organization's patient registration system, reducing potential for error by eliminating manual data entry.
- Addresses are cross-referenced against United States Postal Service® standards to ensure they're valid and properly formatted, including ZIP+4.
- Registrars receive customizable alerts and scripting to handle discrepancies and potential cases of identity theft and insurance fraud. The scripts also help staff have more meaningful conversations with patients.

Learn more at our website or email us at experianhealth@experian.com.