

## Enrolment Reason Code Definitions

A Home Clinic may receive email notifications related to enrolment submitted to the Home Clinic Repository. These notifications may include:

- records that did not meet enrolment requirements or conflict with existing enrolment data from another Home Clinic (i.e. rejections); and
- records that require attention (i.e. de-enrolments) based on data received from another Home Clinic.

This document outlines the conditions that may trigger these notifications and provides guidance as to the remediation activities that may be required for resolution.

Home Clinics that submit enrolment through the Enrolment Service receive these notifications as in-app EMR messages from within their Certified EMR Product.

Home Clinics that submit enrolment through the Primary Care Data Extract (PCDE) or Home Clinic Portal will receive email notifications that inform users to log into the Home Clinic Portal to view the details. Such notifications are not issued for PCDE enrolment submissions that contain invalid (or missing) demographic data.

Should you have any questions during the remediation process or require information on records that did not get processed, contact the Home Clinic team for support at 204-926-6010, 1-866-926-6010 or [homeclinic@sharedhealthmb.ca](mailto:homeclinic@sharedhealthmb.ca)

### Rejections

If there are rejections, a single notification will be sent following your enrolment data submission. The notification will either inform you of the rejection reason code and a rejection reason, or advise you to log into the Home Clinic Portal to view the details.

For Home Clinics using the Enrolment Service, once you have followed the remediation action(s) below, submit the updated enrolment information in real-time using your EMR's Enrolment Service functionality. If your Home Clinic is not using the Enrolment Service, submit the updated enrolment information via your next regular PCDE submission, or by updating the enrolment information in the Home Clinic Portal.

Note: If the record is not changed prior to the next PCDE submission, the rejection will continue to be reported.

| REASON FOR REJECTION   | REMEDATION                              |
|--|---|
| <p><b>REASON RASP: ACTIVE SUPERSEDES PASSIVE</b></p> <p>Your Home Clinic submitted a passive enrolment and there already is an existing active enrolment with another Home Clinic.</p> | <p>De-enrol the client in your EMR.</p> |

| REASON FOR REJECTION   | REMEDATION  |
|--|---|
| <p><b>REASON RCDE: CLIENT DECEASED</b></p> <p>Your Home Clinic submitted an enrolment that was not processed due to the client being deceased.</p>   | <p>Mark the client as deceased in the EMR and remove the enrolment.</p>   |
| <p><b>REASON RCIT: CLIENT IDENTIFIER TYPE INVALID</b></p> <p><b>THE CLIENT IDENTIFIER TYPE PROVIDED IN THE ENROLMENT RECORD IS NOT VALID.</b></p>  | <p>Refer to the list of <a href="#">Valid Client Identifier Types</a>, and correct the client record as required.</p>   |
| <p><b>REASON RCPFED: CLIENT PROVIDER RELATIONSHIP FUTURE END DATE</b></p> <p>Your EMR data contains a Client Provider Relationship End Date that is future dated.</p>  | <p>Correct the Client Provider Relationship End Date in the EMR.</p> <p>For Home Clinics using the Enrolment Service, submit the updated enrolment information in real-time using your EMR's Enrolment Service functionality.</p>   |
| <p><b>REASON RCPFSD: CLIENT PROVIDER RELATIONSHIP FUTURE START DATE</b></p> <p>Your EMR data contains a Client Provider Relationship Start Date that is future dated.</p>  | <p>Correct the Client Provider Relationship Start Date in the EMR.</p> <p>For Home Clinics using the Enrolment Service, submit the updated enrolment information in real-time using your EMR's Enrolment Service functionality.</p>   |
| <p><b>REASON RCPSEO: CLIENT PROVIDER RELATIONSHIP START AND END ORDER</b></p> <p>Your EMR data contains a Client Provider Relationship End Date that is earlier than the Client Provider Relationship Start Date.</p>  | <p>Confirm the Client Provider Relationship Start and Client Provider Relationship End Dates and correct the inaccurate date in the EMR.</p> <p>For Home Clinics using the Enrolment Service, submit the updated enrolment information in real-time using your EMR's Enrolment Service functionality.</p> |
| <p><b>REASON RCUI: CLIENT UNIDENTIFIABLE</b></p> <p>Based on the client identifiers provided, we are unable to identify the client to be enrolled with your Home Clinic. The client record has more than one identifier in the EMR, and these identifiers correspond to different clients in the Home Clinic Repository.</p> | <p>Verify the accuracy of all client identifiers, and correct as needed.</p>  |

| REASON FOR REJECTION  | REMEDIATION   |
|---|---|
| <p><b>REASON RDCR: DATA CORRECTION REQUIRED</b></p> <p>Your Home Clinic submitted a historical enrolment for a client that is already enrolled. Enrolment data corrections cannot be submitted via PCDE or through the Enrolment Service.</p>       | <p>To remove previously submitted enrolment information for this client, email the Home Clinic team (<a href="mailto:homeclinic@sharedhealthmb.ca">homeclinic@sharedhealthmb.ca</a>).</p>   |
| <p><b>REASON RDOB: DATE OF BIRTH</b></p> <p>Your Home Clinic submitted an enrolment start date earlier than the client's Date of Birth. The EMR either contains an incorrect date of birth or an incorrect Enrolment Start Date for the client.</p> | <p>Confirm the correct dates and update the information in your EMR.</p>  |
| <p><b>REASON REXA: EXISTING ACTIVE ENROLMENT</b></p> <p>Your Home Clinic submitted an active enrolment and the client is already actively enrolled with another Home Clinic.</p>  | <p>Confirm that you are enrolling the correct client and are using the appropriate Enrolment Start Date for this client.</p>  |
| <p><b>REASON RFED: FUTURE END DATE</b></p> <p>Your Home Clinic submitted an Enrolment End Date that is future dated.</p>  | <p>Correct the Enrolment End Date in the EMR.</p>   |
| <p><b>REASON RFSD: FUTURE START DATE</b></p> <p>Enrolment Start Date must not be future dated.</p>  | <p>Correct the Enrolment Start Date in the EMR.</p>   |
| <p><b>REASON RHCA: HOME CLINIC NOT RECOGNIZED</b></p> <p>Your Home Clinic is not recognized.</p>  | <p>Confirm the appropriate Home Clinic for this client and re-submit if there is a change. If the Home Clinic for this client was correct, email the Home Clinic team (<a href="mailto:homeclinic@sharedhealthmb.ca">homeclinic@sharedhealthmb.ca</a>) to inquire about submitting enrolment for the Home Clinic.</p> |
| <p><b>REASON RHCU: HOME CLINIC UNIDENTIFIABLE</b></p> <p>Based on the enrolment data provided, we are unable to identify the Home Clinic to which this patient should be enrolled.</p>  | <p>Confirm the appropriate Home Clinic for this client.</p> <p>For Home Clinics using the Enrolment Service, ensure that your EMR is configured with the correct Home Clinic Identifier.</p>  |

| REASON FOR REJECTION  | REMEDICATION  |
|---|---|
| <p><b>REASON RHED: HISTORICAL END DATE</b><br/>Enrolment End Date must not be prior to January 1, 2010.</p>   | <p>Correct the Enrolment End Date in the EMR.</p>   |
| <p><b>REASON RHSD: HISTORICAL START DATE</b><br/>Enrolment Start Date must not be prior to January 1, 2010 for Active enrolments.</p>   | <p>Correct the Enrolment Start Date in the EMR.</p>   |
| <p><b>REASON RIVP: INVALID PROVIDER</b><br/>Your Home Clinic submitted an enrolment for a provider that is in your EMR, but not associated to your Home Clinic at the time of the enrolment.</p>  | <p>Associate the provider to your Home Clinic using the Home Clinic Portal.<br/>If the provider is already associated to your Home Clinic, confirm the provider Start Date and End Date (if applicable).</p>  |
| <p><b>REASON RIVPD: INVALID PROVIDER DATES</b><br/>Your Home Clinic submitted enrolment data with either a Client Provider Relationship Start Date or a Client Provider Relationship End Date that does not match the dates of the provider's association to the Home Clinic.</p> | <p>Verify that the provider is associated to the Home Clinic in the Home Clinic Portal.<br/>Ensure that the dates of the Provider's association to the Home Clinic are correct.<br/>Ensure that the EMR contains a Client Provider Relationship Start Date and Client Provider Relationship End Date which fall within the timeframe of the provider's association to the Home Clinic as noted in the Home Clinic Portal.</p> |
| <p><b>REASON RMDS: MINIMUM DATA SET REQUIRED</b><br/>Your Home Clinic submitted an enrolment that is missing required data.</p>   | <p>Ensure that your enrolment submission contains all of the required information, which includes:</p> <ul style="list-style-type: none"> <li>• Client demographics, including (client identifier, client first and last name, date of birth, and administrative sex)</li> <li>• Client enrolment information, including the Home Clinic Enrolment Start Date and Home Clinic Enrolment Method</li> </ul>                     |
| <p><b>REASON RPEC: PASSIVE ENROLMENT CONFLICT</b><br/>Your Home Clinic submitted a passive enrolment and there is an existing passive enrolment with another Home Clinic.</p>   | <p>Actively communicate with the client about enrolment and confirm the client's choice of Home Clinic:</p> <ul style="list-style-type: none"> <li>• If the client declines to enroll, de-enrol him/her in the EMR and include the reason for de-enrolment</li> </ul>   |

| REASON FOR REJECTION  | REMEDATION  |
|---|---|
|   | <ul style="list-style-type: none"> <li>If the client agrees to enroll with your Home Clinic, record the active enrolment date in the EMR</li> </ul> |
| <p><b>REASON RSEO: START AND END ORDER</b></p> <p>Your Home Clinic submitted an Enrolment End Date that is earlier than the Enrolment Start Date.</p> | <p>Confirm the Start or End Date and correct the inaccurate date in the EMR.</p>  |

### Valid Client Identifier Types

|                                   |                               |                                       |
|-----------------------------------|-------------------------------|---------------------------------------|
| JHNAB (Alberta)                   | JHNNT (Northwest Territories) | JHNAF (Armed Forces)                  |
| JHNBC (British Columbia)          | JHNNU (Nunavut)               | JHNCI (Immigration)                   |
| JHNMB (Manitoba)                  | JHNON (Ontario)               | JHNCO (Correctional Institution)      |
| JHNSK (Saskatchewan)              | JHNQC (Quebec)                | JHNFN (First Nations)                 |
| JHNNB (New Brunswick)             | JHNPE (Prince Edward Island)  | JHNRC (Royal Canadian Mounted Police) |
| JHNNL (Newfoundland and Labrador) | JHNYT (Yukon)                 | JHNVA (Veterans Affairs)              |
| JHNNS (Nova Scotia)               |                               |                                       |

### De-enrolments

Notifications regarding automatic de-enrolment of patients associated with your Home Clinic will be sent by email. Users must access the Home Clinic Portal for details.

| REASON FOR DE-ENROLMENT   | REMEDATION   |
|---|--|
| <p><b>REASON DASP: ACTIVE SUPERSEDES PASSIVE</b></p> <p>In the past, your Home Clinic successfully submitted a passive enrolment. Later, <u>another Home Clinic</u> submits an active enrolment for the same patient.</p> | <p>De-enrol the client in the EMR using the given Enrolment End Date and include the reason for de-enrolment.</p>                              |
| <p><b>REASON DCDE: CLIENT DECEASED</b></p> <p>Your Home Clinic had an enrolment for a client that is now deceased.</p>  | <p>De-enrol the client in the EMR using the given Deceased Date as Enrolment End Date and include the reason as Deceased for de-enrolment.</p> |
| <p><b>REASON DMRA: MORE RECENT ACTIVE</b></p> <p>Your Home Clinic successfully submitted an active enrolment. Later, <u>another Home</u></p>  | <p>De-enrol the client in the EMR using the given Enrolment End Date and include the reason for de-enrolment.</p>                              |

| REASON FOR DE-ENROLMENT  | REMEDICATION  |
|--|---|
| <p><u>Clinic</u> submits a more recent active enrolment for the same patient.</p>  |   |
| <p><b>REASON DPEC: PASSIVE ENROLMENT CONFLICT</b><br/>In the past, your Home Clinic successfully submitted a passive enrolment. At a later date, <u>another Home Clinic</u> submits a second passive enrolment for the same patient.</p> | <p>Actively communicate with the client about enrolment and confirm the client’s choice of Home Clinic:</p> <ul style="list-style-type: none"> <li>• If the client declines to enroll, de-enrol him/her in the EMR using the given Enrolment End Date and include the reason for de-enrolment</li> <li>• If the client agrees to enroll with your Home Clinic, record the active enrolment date in the EMR</li> </ul> |
| <p><b>REASON DSSE: SAME START AND END DATE</b><br/>Your Home Clinic submitted enrolment for a client with the same Enrolment Start Date as their previous Enrolment End Date with your Home Clinic.</p>                                  | <p>Confirm the enrolment information with this client.<br/>De-enrol the client in the EMR using the given Enrolment End Date and include the reason for de-enrolment.<br/>To remove previously submitted enrolment information for this client, email the Home Clinic team (<a href="mailto:homeclinic@sharedhealthmb.ca">homeclinic@sharedhealthmb.ca</a>).</p>  |
| <p><b>REASON NCDU: CLIENT DECEASED INFORMATION UPDATE</b><br/>Your Home Clinic had a historical enrolment for the client that is now deceased.</p>   | <p>Mark the client as deceased in the EMR (you will receive this notification for all existing enrolments for deceased clients as well as for any deceased client who was previously enrolled to your Home Clinic, or for any corrections to Death Date).</p>   |
| <p><b>REASON NCER: CLIENT ENROLMENT REINSTATED</b><br/>Client was incorrectly noted as deceased and this status has now been reinstated to not deceased.</p>   | <p>Re-enrol the client in the EMR.</p>  |