MPI and Duplicate IDs

MPI

- MPI's dynamic search capabilities help users locate the correct individual. It automatically uses a combination of Exact Match, SoundEx (Phonetic), and Wildcard Searches to find potential matches for the search criteria provided. MPI is the system of record for person-based information stored within KEES, CSS, KMIS, and FACTS. This produces better search results because users can query client information from multiple systems.

  - The more search criteria used within a single search will help MPI return a more exact search result.

  - If a search returns more than 200 results, the message displays *Maximum Search Limit exceeded. Please refine your search message.* Users need to refine their search by adding additional search criteria to narrow down the possible matches.

Example: Using the name *Mary Smith* for a search yields 200 client matches, resulting in the message being returned. Adding additional search criteria, such as Date of Birth and/or Social Security Number, narrows the search results.

  - MPI uses logic that matches with SSNs even if one number in one section of the SSN is off +1 digit or -1 digit.

- Using the SSN <u>649-87-3697</u> as part of the search criteria returns these possible matches: <u>749-87-3697</u>, <u>649-88-3697</u>, <u>649-87-3698</u>.

- SoundEx (Phonetic) search functionality uses sound-alike matching for names.

  - SoundEx functionality is applied if the First and Last names used to execute a search do not yield an exact match.

- Wildcard search functionality returns results based on the first two characters of the first name and the first three characters of the last name.

  - Wildcard searches are applied if there are no results from the Exact Match search using the first and last names and if there are no results from the SoundEx (Phonetic) search.

- TPI does not have dynamic search capabilities, which limits the search functionality to Exact Matches only. TPI does not use SoundEx (Phonetic) or automatic wildcard searches. Users can apply manual wildcard searches if they can't find their client with an Exact Match search. TPI is limited to only query client data stored in KEES. It cannot query information stored within CSS, KMIS, and FACTS.

Person Search

NOTE: Case Number search results are always returned by TPI. Case Number is unique to KEES and is not stored in the MPI.

Note: The chart below represents search criteria that always return a result as long as all fields match.

MPI – Exact Match Searches that Return a Result on Person Search
Client ID
First Name, Last Name, SSN and Date of Birth
First Name, Last Name and SSN
First Name, Last Name and Address
SSN & Date of Birth
First Name, Last Name and Date of Birth
SSN Only
First Name, Last Name and Gender
First Name, Middle Name/Initial & Last Name
Last Name and Gender
First Name and Last Name
Last Name Only
Address Only
Last Name and Date of Birth
Last Name and SSN

NOTE: If any combinations listed in the chart below are used to execute a search, KEES will return the error: Error! Last Name - A Value for either Last Name, Social Security Number, Case Number, Client ID, Address Line 1 plus City/State, or Address Line 1 plus Zip Code is required.

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MPI – Exact Match Searches that DO NOT Return a Result on Person Search
First Name Only
Date of Birth Only
First Name & Date of Birth
First Name & Middle Initial/Name
First Name, Middle Initial/Name & Date of Birth
First Name, Middle Initial/Name, Date of Birth & Gender
Gender Only
Relationships Only
Phone Number Only
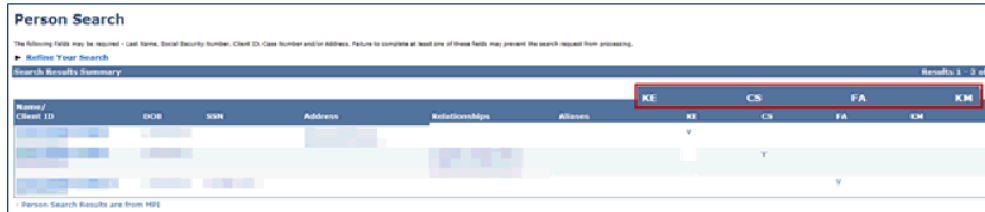
Registration Person Search

NOTE: **First Name** and **Last Name** are required fields on the **Registration Person** search. The combinations listed in the chart below are the criteria that always return a result as long as all fields match.

MPI – Exact Match Searches that Return a Result on Registration Person Search
First Name, Last Name, SSN & Date of Birth
First Name, Last Name & SSN
First Name, Last Name & Address
First Name, Last Name & Date of Birth
First Name, Last Name & Gender
First Name, Middle Name/Initial & Last Name
First Name & Last Name

Person Search Results

When completing a Person Search on individuals outside the context of a case, KEES searches the Master Person Index or MPI. The MPI is shared by multiple systems. Because of this, when registering a person, select the Client ID with the KEES (KE) Identifier if one is available.

The Systems' Identifiers appear on the right side of the **Search Results Summary** page. Below is a list of Systems' Identifiers.

- KE = KEES

- CS = Child Support

- FA = FACTS

- KM = KMIS

In the example below, the first Client ID would be selected because it has the KE Systems Identifier. The second Client ID has the FACTS (FA) Systems Identifier. This means that the Client ID is only known to the FACTS system.

If no Client ID with the KE Systems Identifier is listed, but the individual is known to one of the other systems, that Client ID may be used.

Creating New Client IDs

Before creating a new person (new Client ID) in KEES, look at the other individuals listed on the application with them. Do any of those individuals have another case number (either Medical or Non-Medical)? If they do, check if the individual in question is on that case.

Common scenarios that prevent a known person from returning in Person Search Results:

- The individual exists in MPI without a Social Security Number, but they reported the SSN on their current application.

- The individual exists in MPI under a different last name.

- The individual has more than one last name or a hyphenated last name.

Duplicate IDs

What would not be considered a Duplicate ID? If an individual has more than one Client ID, but only one of them has the KE Systems Indicator, then the Client IDs are not considered duplicates.

In the example below, the consumer has two Client IDs; however, only one has the KE Systems Indicator. The other Client ID is only known to FACTS. These Client IDs are not considered duplicates in KEES and do not need to be sent to the KEES Help Desk to be linked.

> **Note:** Do not select the Client ID known to FACTS during Registration. If it is selected during Registration, the FACTS Client ID becomes a KEES Client ID and is a Duplicate ID.

What is considered a Duplicate ID?

An individual has a Duplicate ID if they have more than one Client ID with a Y under the KE Systems Indicator.

In the example below, the consumer has four Client IDs known to KEES. These four Client IDs need to be sent to the KEES Help Desk. Workers should not attempt to link these Client IDs as duplicates because some Client IDs can be removed from the system.

Client IDs that can be removed from the system are referred to as *orphan IDs* because they only have the KE Systems Indicator and have never been added to a case. You can tell this by clicking on the individual's name and navigating to the **Person View** page. You will notice that this Client ID has no case numbers listed in the **Person Case History** section. This Client ID is an *orphan* and can be removed by the KEES Help Desk rather than linked as a Duplicate ID.

All duplicate IDs must be sent to KEES Help Desk!

It is **never** appropriate to change a consumer's name in KEES to identify a Duplicate ID. Duplicate IDs are sent to the KEES Help Desk to be properly linked.

Case Flags

Did you know that you should be watching for Case Flags?

In addition to checking the **Journal** for important information, workers should watch for Case Flags. Case Flags will appear in the upper right corner on the **Case Summary** page directly beneath the **View Documents** button.

When a Case Flag is present, workers should navigate to the **Case/Person Flag List** page by clicking on **Case Flag** in Task Navigation while on the **Case Summary** page.

More detail can be found by clicking the **Flag Title** to see the **Case/Person Assign Flag Detail** page.