Encounter Notification Service (ENS) Patient/Member Roster FAQs

Who should I include in my patient/member roster?

FOR PRIMARY CARE PROVIDERS: Any individual who has been seen in your office during the past 18 months can be included in your patient roster.

FOR SPECIALTY CARE PROVIDERS: Any individual who has been seen in your office at least 2 times within the last 12 months can be included in your patient roster.

FOR HEALTH PLANS/ACOS: Any individual who is currently an active member of your plan or attributed to your organization.

When should I update my patient/member roster to HSX?

An updated roster must be sent to HSX on a monthly basis, at minimum. Updates should be provided to HSX in the first week of the month. If your organization chooses to provide weekly updates, please submit these to HSX by each Wednesday to be included in that week’s update. Monthly refreshes occur on the second Friday of the month.

Where do I submit my patient/member roster?

If you are submitting a panel for TESTING purposes, please place the panel in the INBOX of the TEST STFP site HSX sets up for you. If you are providing a new roster or updates to your roster, these should always be placed in the INBOX of the PROD SFTP site HSX sets up for you. Uploaded files should be named in the following format: "OrgName_HSXENS_Date". HSX can assist with connecting you to the SFTP sites as needed.

I have an infant patient who has not yet been named. How do I include the infant in the roster?

We ask that our subscribers do not include infants on the panel if they are missing any of the required, demographic information. Names such as "Baby" or "Baby Girl" will not be matched in the HSX Master Patient Index.

My patient/member has more than one phone number. Which should I list?

Provide all numbers that you have listed for the patient/member. The primary phone number should be a number that is most consistently used for patient contact (we recommend a cell phone as the primary if captured). Patient matching is based off of this primary phone number. Any additional numbers should be entered into the Alternate Phone columns.

How does HSX match my patient’s name information with hospital data?

The ENS match algorithm uses probabilistic matching, normalizes demographic information and removes hyphens, commas, apostrophes, etc. found in the name field. For example, O’Connor and OConnor could produce a match, assuming other fields reach the HSX match threshold. The algorithm will also produce matches for like names such as Dan, Danny, and Daniel, assuming other fields reach the HSX match threshold.