



**AIRA**  
AMERICAN IMMUNIZATION  
REGISTRY ASSOCIATION

# INFORMATION REQUEST

Topic: Phone Numbers in an IIS

**Request Date:** April 29, 2020

**Information Requested:**

What do other states use to validate and populate missing phone numbers in their IIS? Has anyone used LexisNexis Accurant for this?

**Requesting Member:** Assiatou Diallo (TN)

**Responding Member(s):** Rashid Malik (MD), Sherri Dunton (ME), Amanda Harris (NV)

**Results:**

**MD:**

In Maryland, we do not currently use LexisNexis Accurant or any similar third-party service. However, we have partnered with our state HIE and we acquire any missing phone numbers from them via an ADT A08 - Update Patient Information Trigger Event update. Our state HIE gets data from several sources and they usually have phone numbers from other sources. This was implemented as part of our adoption of MyIR, which is a self-service vaccination record lookup service that relies heavily on phone numbers for identification purposes.

**ME:**

We rely on the provider offices to enter the telephone numbers. Maine is not using LexisNexis Accurant.

**NV:**

NV does not conduct phone # validation to verify the # belongs that person. We recently transitioned to a 2-factor authentication process for our IIS Public Portal that leverages either a mobile # or email address to send a code to retrieve the record. We will be looking at whether or not that has led to more phone #s populating the IIS. We have found, anecdotally, that HL7 submission (rather than direct UI entry) tends to lead to more patient contact info being reported.

Several years ago, we used Lexus Nexus Accurant to help us improve addresses for adolescents. We found it to be unhelpful for children & adolescents, as many times the resulting "match" is an adult that may or may not be the child's/adolescent's parent, and



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the majority of our records do not contain parents' names. It could be more helpful for adult data improvement.