



AIRA
AMERICAN IMMUNIZATION
REGISTRY ASSOCIATION

INFORMATION REQUEST

Topic: Identifying Change of Address in IIS

Request Date: August 23, 2023

Information Requested:

The Connecticut Department of Public Health Immunization Program is inquiring about methods other jurisdictions have used, successfully or unsuccessfully, to identify change of address for adults and children in its IIS (within and beyond the jurisdiction). Connecticut is considering the USPS National Change of Address (NCOA) data set, as recommended in the [AIRA Patient Status in Immunization Information Systems resource](#), to obtain the most accurate and up-to-date addresses. They would like to hear about this or other methods and are interested in aspects including matching, data security, interface with the IIS, and cost.

Requesting Member: Nancy Sharova

Responding Member(s): Rashid M. Malik (MD)

Results:

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Maryland:

Currently, Maryland IIS uses a yearly multistep process to update our addresses for clients who have moved in or out of state. In most cases, addresses are updated using routine data exchange if an EHR reports a new immunization record with an updated address for a client. However, no update takes place if no new data are sent. We use a third-party vendor to provide us with the USPS National Change of Address (NCOA) service, but the underlying data used are the NCOA.

To carry this out, we do a yearly full export of our IIS client data and share the demographic data with our vendor. The data are processed, and a report is sent to us indicating the count and percent of records that were considered to be in the NCOA database. The next



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task is to update the existing data with the new address. We use an integration engine (Mirth) to convert all demographic data into HL7 ADT messages that are processed through our system via a manual batch file upload that updates all records in our IIS and keeps any associated immunization records intact. The average update percentage has been between 3% and 5%, which means that, out of our entire client base, only 3-5% had a change of address. Please note that vendors generally charge by the total number of records analyzed rather than the number of records enhanced.