

September 2009

Client Services Card Will Replace MAID

The Department of Social and Health Services (DSHS) will change to a new payment processing system known as ProviderOne. With the new system, clients will be issued a permanent Services Card. This plastic card will replace the current paper Medical Assistance ID card (MAID) that is sometimes referred to as the medical coupon. Although the client card is changing, the rules DSHS uses to determine client eligibility are not.

The transition from the MAID to the Services Card will require providers to change current business processes.

- The Services Card will be issued one time, not on a monthly basis.
- The Services Card will only display the client's name and ProviderOne Client ID number.
- The Services Card will not display eligibility type, coverage dates or managed care plans.
- The Services Card doesn't guarantee eligibility; providers will need to verify client identification and complete an eligibility inquiry.

Why is DSHS making this change?

The plastic Services Card is more durable and cost-effective. If the card is lost or stolen, the client's privacy is not compromised. Personal information like a client's date of birth is not printed on the card. The Services Card resembles and is used much like other insurance industry cards. It has a magnetic strip that gives providers the option to acquire and use swipe card technology as one method to access the most up-to-date client eligibility information.

What does the new Services Card look like?

The Services Card is plastic and will look similar to the card below:



Front: Client's name, issue date of the card, and unique ProviderOne Client ID number.
Back: DSHS customer service number and a magnetic strip that gives providers the option to acquire technology as one method to access the most up-to-date client eligibility information.

Are there related changes I need to know?

Yes. The Personal Identification Code (PIC) currently used for billing will be replaced with a unique system-generated ProviderOne Client ID number. When billing in ProviderOne, providers must use the client's ProviderOne Client ID number to submit claims. **Claims submitted with the PIC cannot be processed in ProviderOne and will be denied.**

Will my business processes be affected?

Yes. The replacement of the MAID with the Services Card will affect your business processes. The Services Card is permanent and client eligibility may change over time, so services clients are eligible for are not printed on the card. **Providers who photocopy the MAID as proof will need to check eligibility another way.**

The Services Card doesn't guarantee eligibility; providers will still need to verify client identification and complete an eligibility inquiry. Providers should check eligibility each time they deliver a service. If you do not verify eligibility at the time of service and the client is no longer eligible, you are assuming a risk that the claim could be denied.

Who will receive the Services Cards?	For clients eligible for medical, dental or vision services, each eligible member of the household will have their own Services Card with a unique number. Managed Care clients will receive the new Services Card and continue to receive a separate card from the plan they are enrolled in.
How can I verify eligibility?	Providers have several free and low-cost options for checking client eligibility with ProviderOne. No matter which option providers choose, the eligibility information provided will be the same. Read the <i>Options for Verifying Client Eligibility Fact Sheet</i> to learn more about checking eligibility at: http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/FactSheets.htm
When will DSHS change to the new Services Cards?	DSHS will mail the Services Card to clients in November 2009, just before ProviderOne launches in December. Clients will begin using the cards on the day ProviderOne is put into service. DSHS will publish a detailed schedule outlining the final transition to ProviderOne and the Services Card as we approach implementation. <i>Visit our website - http://hrsa.dshs.wa.gov/ProviderOne for the most up-to-date projected transition timeline.</i> Clients will continue to use the MAID until ProviderOne is launched. We will issue paper MAID cards on a limited basis just prior to implementation to new clients with emergent medical needs. Once ProviderOne is implemented, Services Cards will generally be delivered to new clients 7-10 days after they are approved for medical assistance. It's possible during the transition that an eligible client may not have a MAID or a Services Card. Providers should verify and provide services clients for which clients are eligible.
What if the client does not have their Services Card at the time of service?	You can check eligibility and serve clients without the presence of a Services Card. It's important to know that having a card does not guarantee clients are eligible, just as the absence of a card does not mean they are ineligible. It will take a newly eligible client 7-10 days to receive their Services Card. You can verify eligibility with or without a Services Card with a few pieces of client information such as: <ul style="list-style-type: none"> • ProviderOne Client ID number • Full Name and Date of Birth (DOB) • Full Name and Social Security Number (SSN) • SSN and DOB
How will DSHS educate clients about the changes?	For clients, the Services Card represents a significant departure from what they're used to. DSHS has a robust plan for educating clients to ensure they: <ul style="list-style-type: none"> • Anticipate the delivery of their new Services Card • Recognize that having a Services Card does not mean they are eligible for services • Understand who will receive a Services Card and how to use it • Know what to do if their card is lost, stolen, or misplaced • Know how to access services without their Services Card <p>DSHS is developing materials providers can use to educate clients as well. Providers will be notified when materials are ready – about three months before ProviderOne is put into operation.</p>
More information?	<ul style="list-style-type: none"> ▪ ProviderOne Internet site: http://hrsa.dshs.wa.gov/providerone/providers.htm ▪ Email us at ProviderOne@dshs.wa.gov ▪ Call us at 1-800-562-3022. (Select option 2, then option 4)