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Options for Verifying Client Eligibility

The Department of Social and Health Services (DSHS) is changing 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.

Providers who currently photocopy the MAID as proof of eligibility will need to select another method to verify eligibility. (Visit our website <http://hrsa.dshs.wa.gov/ProviderOne> for transition timelines.)

The Services Card is different from the MAID in several ways, including:

- 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 – eligibility is no longer tied to an ID card; providers will need to verify client identification and complete an eligibility inquiry.

How can I verify client eligibility?

There are a number of free and low cost options for inquiring about client eligibility with the new ProviderOne system. These options that are listed below are described in detail with the information you need to use them are described on the other side of this sheet.

Regardless of the method, the eligibility information provided will be the same.

- Web Inquiry
- 270/271 batch eligibility inquiry and response transactions
- Interactive Voice Response System
- Calling DSHS Customer Service
- Medicaid Eligibility Verification Vendor
- Magnetic Card Reader

How often do I need to verify client eligibility?

Providers should check eligibility each time they deliver a service. DSHS only pays for covered services if the client is eligible at the time of service. If eligibility changes retroactively, DSHS will pay for the covered services for which the client became eligible.

What if the client does not bring a medical ID?

You can check eligibility and serve clients without the current MAID or the new Services Card. It's important to know that having a card does not guarantee a client is eligible, just as the absence of a card does not mean a client is ineligible. The methods and information you'll need from the client are described on the back of this sheet.

Do I Need equipment for the Services Card?



No. Providers are not required to have a magnetic card reader to verify eligibility. Providers can choose to use a magnetic card reader as a new alternative when ProviderOne is implemented to "swipe" the Services Card and receive eligibility information.

Can I use a Medicaid Eligibility Verification Services vendor?

Yes. Providers can choose to receive eligibility information from a third party Medicaid Eligibility Verification Services (MEVS) vendor. If you are interested in this option, consult your preferred vendor for date of service options and search criteria.

Eligibility Inquiry Options

Regardless of the method you choose, the information returned will be the same.

Inquiry Method	Cost	Data Required
<p>Web Inquiry</p> <ul style="list-style-type: none"> ▪ Currently through WAMedWeb ▪ WAMedWeb will be replaced with the ProviderOne Portal <p>Providers can verify eligibility for a single client or multiple clients by:</p> <ul style="list-style-type: none"> ▪ Direct Data Entry or ▪ Health Insurance Portability and Accountability Act (HIPAA) Eligibility 270/271 transactions. These can be single or in batches. 	Free	<p>The date(s) of service and any of the following combinations of client information:</p> <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
<p>Interactive Voice Response (IVR) Telephone System</p> <p>IVR is a phone technology where a computer responds to a caller's voice or touch tones during a phone call. You can get eligibility information through the IVR without talking to a customer service representative.</p> <p>Call 1-800-562-3022</p> <ul style="list-style-type: none"> ▪ *From now until ProviderOne goes into operation: <ul style="list-style-type: none"> ○ Press 2 for "provider" ○ Press 1 for "client eligibility" ▪ *When ProviderOne is operational <ul style="list-style-type: none"> ○ Say "provider" or press 5 ○ Say "client eligibility" or press 5 	Free	<ol style="list-style-type: none"> 1. Your NPI or Provider ID, 2. The client's SSN or the client's ProviderOne Client ID number (located on the Services Card), 3. The client's DOB, and 4. A single date of service.
<p>DSHS Customer Service</p> <p>Providers can speak with a customer service representative by calling: 1-800-562-3022</p> <p>The customer service representative can help providers access other eligibility verification methods.</p>	Free	<ol style="list-style-type: none"> 1. Your NPI or Provider ID 2. Date of service <p><u>And</u> one of the following:</p> <ul style="list-style-type: none"> ▪ ProviderOne Client ID and DOB ▪ SSN and DOB
<p>Magnetic Card Reader</p> <p>The option for providers to use a Magnetic Card Reader to "swipe" the Services Card for client eligibility information will be available with the Services Card when ProviderOne is operational.</p> <p>Most commercial card readers should be able to read the ProviderOne Services Card, although some models may need to be reconfigured to do so. Providers who select this option will have to have their Magnetic Card Reader vendor work with the State's ProviderOne System vendor, Client Network Services, Inc. ("CNSI"), or designee to ensure that the reader the providers select can be configured to read the Services Card and to facilitate such configuration of the readers. Equipment and costs for Magnetic Card Readers may vary by vendor. In order to ensure that providers would have at least one option for a reader capable of reading the ProviderOne Services Card, under the System vendor contract, CNSI is required to make readers available for purchase by providers who request them. The models under the contract range from \$100 to \$400 for the reader plus a \$15/month fee for unlimited transactions. Providers who choose to purchase readers are encouraged to shop for the model and vendor that best meets their business needs. DSHS does not favor, endorse, or recommend Magnetic Card Readers over any other inquiry method, and does not favor, endorse, or recommend any Magnetic Card Reader model or vendor over any other model or vendor. DSHS and its employees have neither a financial interest, nor any other type of interest, in which inquiry method you choose.</p> <p>All inquiries about the card readers, including reader specifications, compatibility questions, and subscribing to the eligibility service should be directed to MedData. <u>DSHS does not provide, endorse or sell card readers.</u></p> <ul style="list-style-type: none"> • MedData website https://www.meddatahealth.com/MedData/ProviderOne • MedData Email support@meddatahealth.com • MedData Telephone 1-877-633-3282 <p>Examples of Magnetic Card Readers:</p>	Varies by model and vendor	<p>Depends on the model. Some require the Services Card to swipe, and others allow you to key in the clients ProviderOne Client ID number.</p>
 <p>Mini Swipe Readers attach to PC Screen.</p> <ul style="list-style-type: none"> ▪ Eligibility information is displayed on the PC screen ▪ Providers may print the screen 		 <p>Other kinds of readers print eligibility information similar to a cash register tape.</p>

More Information? ▪ ProviderOne Internet site: <http://hrsa.dshs.wa.gov/providerone>

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*Visit our website <http://hrsa.dshs.wa.gov/ProviderOne> for implementation dates