

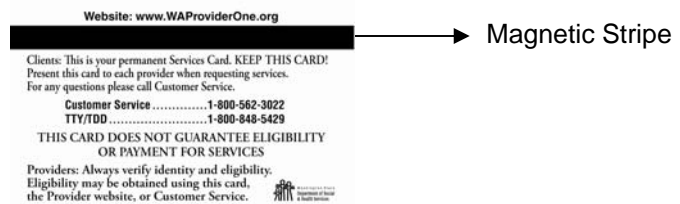
September 2009

Optional Magnetic Card Readers

For Verifying Client Eligibility with the Services Card

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 not show eligibility information. **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.



Providers can verify the services a client is eligible for through several free methods, or they may choose to purchase a magnetic card reader and monthly subscription to read the magnetic stripe on the back of the Services Card. Using a magnetic card reader is optional. Readers will not be provided or sold by DSHS.

Providers are encouraged to learn more about the Services Card and other options for verifying clients' eligibility by visiting <http://hrsa.dshs.wa.gov/ProviderOne/Providers/Fact%20Sheets/FactSheets.htm> and read the fact sheets: *Options for Verifying Client Eligibility*, *Using IVR for Verifying Client Eligibility*, and *Client Services Card Will Replace MAID*.

What is a
Magnetic Card
Reader?

The magnetic card readers (with a monthly subscription) allow providers to "swipe" the Services Card and immediately receive eligibility information. There are at least two kinds of card readers:

- Mini Magnetic Card Readers attach to a computer via a USB connection. Internet access is required. Eligibility information is accessed through secure login to the vendor's website and seen on the computer screen. Providers can print the screen.
- Desktop Magnetic Card Readers use either the Internet or an analog phone line to send inquiries and receive eligibility information. Eligibility information is printed line by line similar to a cash register or credit card receipt.



NOTE: Providers are not required to have a swipe card reader to verify eligibility. There are other free methods.

How much do the card readers cost? Costs for card readers vary. Providers are encouraged to shop for the model and vendor that best meets their needs. DSHS does not provide, endorse or sell card readers. However, to ensure that providers would have at least one option for a reader compatible with the Services Card, the vendor for ProviderOne is required to make readers available for purchase by providers who request them. The models under the contract with Client Network Services, Inc. (CNSI) and MedData range from \$100 to \$400.

Model features and specification and eligibility subscription services information is available on MedData's website

<https://www.meddatahealth.com/MedData/ProviderOne/>

Can I use a card reader I already have? It depends on your card reader. The Services Card uses a single track format for data encoding that is readable by many commercial card readers. Card reader specifications and Frequently Asked Questions (FAQs) about compatibility can be found on MedData's website

<https://www.meddatahealth.com/MedData/ProviderOne/>

Will I need to subscribe to a service? Yes. In addition to having a magnetic card reader that is configured appropriately, you will need a monthly subscription to access the secure network that connects to ProviderOne eligibility data. This service will only be offered through MedData, the designated network switch vendor. The fee for this service is \$15 a month for each reader with unlimited transactions.

Who do I call for help with: For help with known approved reader specifications for devices, related compatibility questions and questions on how to subscribe to the service, please call MedData at 1-877-633-3282. You may also send inquiries to

- Reader specs
- Subscription service
- Compatibility questions

support@meddatahealth.com

Can I verify client eligibility without a card reader? Yes. There are a number of free options to check eligibility, including:

- On-line web query - available 24/7.
- 270/271 batch eligibility inquiry and response transactions - available 24/7.
- Automated client eligibility information using the Interactive Voice Response (IVR) over the telephone, available 24/7 at 1-800-562-3022.
- DSHS Customer Service at 1-800-562-3022 available 7:00 a.m. to 5:00 p.m.

For more information, read *Options for Verifying Client Eligibility* at

<http://hrsa.dshs.wa.gov/ProviderOne/Providers/Fact%20Sheets/FactSheets.htm>

No matter which option providers choose, the eligibility information returned will be the same.

More information?

- Visit MedData's website for more on card readers, compatibility, and subscription services: <https://www.meddatahealth.com/MedData/ProviderOne/>
- For more information about ProviderOne visit our Internet site: <http://hrsa.dshs.wa.gov/providerone/providers.htm>

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.