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Client Medical ID Changing to Services Card

A fact sheet for state agencies and community partners

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 (MAID) card that is sometimes referred to as the medical coupon. The Services Card, like the MAID, is free to clients. Although the client card is changing, the rules DSHS uses to determine client eligibility are not.

Some of the differences between the MAID and Services Card include:

- 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 will not guarantee that a client with a card is eligible for medical, dental or vision services.
- The Services Card will be issued to each eligible member of a household.
- The Services Card will be issued centrally, not locally. Clients will receive their Services Card in about 7-10 days after approval for medical, dental or vision care assistance.

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:



Provider Website: www.WAProviderOne.org

Clients: This is your permanent Services Card. KEEP THIS CARD!
Present this card to each provider when requesting services.
For any questions please call Customer Service.

Customer Service1-800-562-3022
TTY/TDD1-800-848-5429

THIS CARD DOES NOT GUARANTEE ELIGIBILITY
OR PAYMENT FOR SERVICES

Providers: Always verify identity and eligibility.
Eligibility may be obtained using this card,
the Provider website, or Customer Service.



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.

Who will receive the Services Cards?

For clients eligible for medical, dental and 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.

When will DSHS change to the new Services Cards?	<p>DSHS will mail the Services Card to clients before medical and nursing home claims processing is moved to ProviderOne. At first, when clients have both a Services and a MAID, they should bring both cards with them to appointments. Once clients no longer have a current MAID, they can just bring the Services Card. DSHS will publish a detailed schedule outlining the timing of the final transition to ProviderOne and the Services Card as we approach implementation.</p> <p>Once ProviderOne is implemented, Services Cards will generally be delivered to new clients 7-10 days after they are approved for medical, dental or vision assistance. It's possible during the transition that an eligible client may not have a MAID or a Services Card. Providers can still check eligibility through WAMedWeb or ProviderOne portal, the automated Interactive Voice Response (IVR) system, or by calling customer service at 1-800-562-3022.</p>
What will the change mean for clients?	<p>Each eligible member of a household will receive a Services Card. It is permanent and will be issued once rather than monthly. Clients should keep their Services Card even if their eligibility ends. They can use the same card if they become eligible for services again.</p>
What will the change mean for providers?	<p>The change from the MAID to the Services Card will require providers who usually photocopy the MAID to use another method to verify eligibility. The Services Card is permanent and eligibility may change over time so services clients are eligible for are not printed on the card. Providers have several options for checking eligibility. A fact sheet called <i>Options for Verifying Client Eligibility</i> is available at: http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/FactSheets.htm</p> <p>Providers will need to bill claims using the client's new ProviderOne client ID number, which replaces the Personal ID Code (PIC). The ProviderOne client ID number will be printed on the Services Card. ProviderOne cannot process the PIC; claims submitted using the PIC will be denied.</p>
What if a client does not have their card yet and needs medical assistance?	<p>Clients can still receive medical services they are eligible for without the presence of a Services Card or the current MAID. 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. Clients can give providers one of the following combinations of information and they will be able to verify eligibility:</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) or; • SSN and DOB.
How will DSHS prepare clients for the change?	<p>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:</p> <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 will have client education materials available for staff, providers and community-based organizations to help clients understand the change to the Services Card. These materials will be available about 2-3 months before implementing ProviderOne through the web links below.</p>
More information?	<ul style="list-style-type: none"> ▪ ProviderOne Internet: http://hrsa.dshs.wa.gov/providerone/clients.htm <p>If you would like to receive ProviderOne progress updates by email, please join our distribution list at http://listserv.wa.gov/archives/providerone_communications.html</p>