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## Getting Proof of Eligibility

DSHS is committed to helping providers transition from the current Medicaid payment processing system to ProviderOne. To help ensure provider payments are accurate and uninterrupted when ProviderOne is put into operation, this issue of *ProviderOne Countdown* is focused on helping you get proof of a client's eligibility for services.

## What is Changing or New?

There are several key changes related to eligibility and submitting claims when ProviderOne is live.



### **Personal Identification Code (PIC) will be replaced.**

ProviderOne will generate unique ProviderOne Client ID numbers for all clients. When ProviderOne is launched, the new number must be used for billing, even for those clients served in the past. That includes claims or adjustments resubmitted for dates of service prior to ProviderOne's launch date. Claims submitted using the PIC after ProviderOne goes live will be denied.



### **Client's medical card will change from paper to plastic.**

The paper Medical Assistance ID (MAID) cards issued to clients monthly will no longer be issued when ProviderOne goes live – targeted for this December. Just prior to launching ProviderOne, each eligible client in a household will receive their own permanent plastic Services Card.



### **Services Card will not show eligibility information.**

Because the Services Card will be permanent and client eligibility may change over time, the card will not display client eligibility information. Providers who currently photocopy the MAID as proof of eligibility will need to select another eligibility verification method. Several free options are available.



### **Eligibility information will be more real time and comprehensive.**

ProviderOne will receive updated eligibility information each evening or sooner. If a patient becomes eligible and has immediate medical needs, DSHS can get the information into ProviderOne within the hour. ProviderOne will also have Spenddown information available for providers.



### **Optional swipe card technology will be available.**

The Services Card has a magnetic stripe on the back. Providers can choose to purchase or alter their existing equipment to swipe the Services Card for an eligibility inquiry.



## Introducing the Services Card

When ProviderOne goes into operation, 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 with ProviderOne, the rules DSHS uses to determine client eligibility are not.

The transition from the MAID to the Services Card will require providers to make some changes. Because the Services Card is permanent and client eligibility may change over time, client eligibility information is not printed on the card. **Providers who photocopy the MAID as proof will need to check eligibility another way.** Several free options are available.

Some other key differences between the MAID and the Services Card are shown below. The Services Card:

- Will be issued one time, not on a monthly basis
- Will only display the client's name, ProviderOne Client ID number, and the date of issuance
- Will be issued to each eligible member of a household
- Does not guarantee a client is eligible for services – you should check eligibility each time you deliver service
- Does not display Managed Care Plans, coverage dates, or eligibility type

Another related change will require providers who bill electronically to ensure their computer systems are ready. The Personal Identification Code (PIC) currently used for billing will be replaced with a unique system generated ProviderOne Client ID number. The new number is 9 numerical digits followed by WA, rather than the 14 digit PIC.

When billing in ProviderOne, providers must use the client's ProviderOne Client ID number to submit claims for all clients regardless of the date of service. **Claims submitted with the PIC cannot be processed in ProviderOne and will be denied.** The day ProviderOne goes live, any claims or adjustments that need to be resubmitted for dates of service prior to that go live date must be resubmitted with the ProviderOne Client ID number – not the PIC.

**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 new card 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. Other free options for verifying eligibility are available.

## Try the WAMedWeb

Did you know the WAMedWeb is a free online option to verify eligibility today? You can use the WaMedWeb for:

- HIPAA compliant eligibility inquiries (270/271 transaction) by individual or in batches
- Claim Status Inquiries (276/277 transaction)
- Submitting individual and batch claims (837 transaction)
- Downloading and viewing Remittance & Status Reports

Using the WAMedWeb today will help you gain experience with online eligibility inquiries before ProviderOne. Remember, it's a free option and no additional software is required. To download the WAMedWeb enrollment package or find out more, visit <https://wamedweb.acs-inc.com/wa/general/home.do>



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 Service..... 1-800-562-3022  
TTY/TDD..... 1-800-848-5429

THIS CARD DOES NOT GUARANTEE ELIGIBILITY OR PAYMENT FOR SERVICES

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

## Serving Clients without a Medical Card

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 clients are eligible, just as the absence of a card does not mean they are ineligible. You can verify eligibility with or without a Services Card with a few pieces of client information with any of the following combinations:

- ProviderOne Client ID number (printed on the Services Card); or
- Full Name and Date of Birth (DOB); or
- Full Name and Social Security Number (SSN); or
- SSN and DOB

## Comparing Methods for Verifying Eligibility

Providers have several free and low cost options for checking client eligibility with ProviderOne. No matter which option providers choose, the eligibility information returned will be the same. To learn more about checking eligibility you can read the *Options for Verifying Client Eligibility Fact Sheet* available at: <http://maa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/FactSheets.htm>

Eligibility Verification Method	No Cost	Available 24/7	Information Required
Web Inquiry <ul style="list-style-type: none"> <li>▪ Direct data entry</li> <li>▪ HIPAA 270/271                             <ul style="list-style-type: none"> <li>○ Single, or</li> <li>○ Batch</li> </ul> </li> </ul>	✓	✓	The date(s) of service and any of the following combinations of client information: <ul style="list-style-type: none"> <li>▪ ProviderOne Client ID number</li> <li>▪ Full Name and Date of Birth (DOB)</li> <li>▪ Full Name and Social Security Number (SSN)</li> <li>▪ SSN and DOB</li> </ul>
Interactive Voice Response System (IVR)	✓	✓	Requires the following information: <ol style="list-style-type: none"> <li>1. Your NPI or Provider ID</li> <li>2. Client’s SSN or ProviderOne Client ID number</li> <li>3. Client’s DOB</li> <li>4. A single date of service</li> </ol>
DSHS Customer Service	✓		Requires: <ol style="list-style-type: none"> <li>1. Your NPI or Provider ID</li> <li>2. Date of service</li> </ol> <u>And</u> one of the following: <ul style="list-style-type: none"> <li>▪ ProviderOne Client ID and DOB</li> <li>▪ SSN and DOB</li> </ul>
Magnetic Card Reader		✓	Depends on the card reader model. Swiping the Services Card or keying in the Client’s ProviderOne Client ID number printed on the card.

Providers can also receive eligibility information from a Medicaid Eligibility Verification (MEV) vendor or Practice Management Software. Consult your vendor for date of service options and search criteria.

## Helping Clients Change to the Services Card

DSHS will mail the Services Card to clients in the month before ProviderOne is launched. Clients will begin using the cards on the day ProviderOne is put into service. *Our projected schedule plans to mail the Services Cards in November for clients to use in December 2008.* Detailed information about the final transition to ProviderOne and the Services Card will be published as we approach implementation.

Clients will continue to use the MAID until ProviderOne is launched. We will issue paper MAID cards the week before 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 a client may not have a MAID or a Services Card, even though they are eligible. Providers should verify client eligibility and provide services to clients accordingly.

The Services Card will be a significant departure from the medical assistance ID card our clients are used to. DSHS has a robust plan for educating clients to ensure they are ready for the change. DSHS is developing materials that providers and others can use to help educate clients. You will be notified through our e-mail distribution list when materials are ready – about three months before ProviderOne is put into operation.

### Keeping Communication Channels Open

We have established a dedicated ProviderOne Response Team to respond to your questions and concerns. Email your questions to [providerone@dshs.wa.gov](mailto:providerone@dshs.wa.gov) or call the ProviderOne Response Team at 1-800-562-3022. **Select Option 2, then Option 4.**



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ADDRESS CORRECTION  
REQUESTED

### Share the News

Invite others to join our Provider E-mail Distribution List today at [http://listserv.wa.gov/archives/providerone\\_provider\\_readiness.html](http://listserv.wa.gov/archives/providerone_provider_readiness.html)

## Five Keys to Uninterrupted and Accurate Payments

We want to make sure our clients are served and providers are paid accurately and timely when ProviderOne goes live. Future issues of *ProviderOne Countdown* will continue to focus on the five keys to uninterrupted and accurate payments processed in ProviderOne:

1. **Getting Proof of Client Eligibility (Covered in this issue)**  
Learn about how to verify the services a client is eligible for – with or without a client’s new Services Card. The Services Card will replace the client’s monthly paper Medical Assistance Identification (MAID) card when ProviderOne goes live. A comparison of all the free and low-cost methods for confirming eligibility will be covered.
2. **Ensuring Providers Remain Enrolled and Payable in ProviderOne**  
Everything providers need to know to ensure they remain enrolled and payable in the new system, including details about how to register in ProviderOne, using your NPI, and ensuring the movement of data from the old system to ProviderOne will result in correctly delivered payments.
3. **Ensuring a Service is Covered**  
Find out how providers can determine whether a service is covered. Read an overview of how to submit Prior Authorizations (PA), including methods for obtaining a PA and other helpful resources.
4. **Properly Billing DSHS Using ProviderOne**  
Everything providers need to know to ensure proper billing using ProviderOne. This issue includes a summary of what’s new or changing and outlines the benefits of signing up for WAMedWeb if you’re not billing electronically today. An overview of critical changes to billing instructions, reasons claims deny today, and how to get new ProviderOne client IDs is included in this issue.
5. **Reconciling DSHS Payments**  
Learn what providers will need to know in order to reconcile payments from ProviderOne. This issue previews the Remittance Advice (RA) and outlines various methods to access your RAs. Benefits of signing up for Electronic Funds Transfer (EFT) are detailed in this issue.