

July 2008

## Questions and Answers – Volume 1

### Spring 2008 Provider Workshops on Client Eligibility

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The ProviderOne Provider Readiness Team recently completed a six-week long roadshow, hosting 23 workshops to providers across the state. Workshop materials are posted on the ProviderOne website at <http://maa.dshs.wa.gov/ProviderOne/Providers.htm>

We received many excellent questions from providers at all 23 workshops we hosted. This and future sets of questions and answers from these workshops will be posted on the website above. When new sets of questions and answers are posted, we will notify subscribers on our Provider Readiness email list. Anyone can join or leave the list at: [http://listserv.wa.gov/archives/providerone\\_provider\\_readiness.html](http://listserv.wa.gov/archives/providerone_provider_readiness.html)

Questions are organized in the following categories.

- Billing
- Client Eligibility
- ProviderOne Client ID Number
- Services Card
- Crosswalk of Personal Identification Code (PIC) to ProviderOne Client ID Number
- Managed Care
- Miscellaneous
- Patient Restrictions

#### **BILLING**

**Q. Should I use the ProviderOne Client ID if I back-bill?**

A. The number you use depends on the date of billing. If you bill after ProviderOne goes live, you must use the ProviderOne Client ID Number, even on retrospective claims. ProviderOne cannot process the Personal Identification Code (PIC).

#### **CLIENT ELIGIBILITY**

**Q. If we copy the MAID now to document eligibility, what can we do with the new Client Services Card?**

A. You can use the patients ProviderOne Client ID Number located on the Services Card to check eligibility in ProviderOne. A fact sheet on the *Options for Verifying Client Eligibility* can be found at <http://maa.dshs.wa.gov/ProviderOne>.

**Q. Do I need to have a hard copy of the client's eligibility information to prove their coverage to DSHS?**

A: No. ProviderOne will retain a client's eligibility history.

## **CLIENT ELIGIBILITY *Continued***

**Q. If eligibility is checked at the first of the month, why would I check again on the fifth?**

A: Since ProviderOne will give you close to real-time information about client eligibility, DSHS will not pay for services if the client's eligibility changes mid-month. Although there are very few reasons why a change may occur, we recommend providers check eligibility each time a service is delivered.

**Q. We're an independent lab and do not see the patient. If the patient information on a referral does not match ProviderOne's records, what should we do?**

A: DSHS will update ProviderOne whenever we are notified of changes. If you have inadequate information, contact the referring physician or call DSHS customer service at 1-800-562-3022.

**Q. The Services Card says "verify identity." Can we deny services if we suspect fraud?**

A: The statement to verify identity is included as a reminder that providers are responsible for ensuring services are delivered to the right client. You can report suspected Medicaid fraud to: 1-800-562-6906 or [hottips@dshs.wa.gov](mailto:hottips@dshs.wa.gov).

**Q. We have some patients who "flip-flop" back and forth between Basic Health and DSHS. Will eligibility show up?**

A: Yes. ProviderOne will maintain history of coverage. Providers can view this history if they enter a span of dates during the eligibility inquiry.

**Q. Will eligibility information in ProviderOne tell us if a client's had an eye exam within the past year?**

A: You will be able to check if the service is still within the limits or if the service limit has been exceeded.

**Q. Will we know at the first of the month who is eligible and what plan they have? Currently, there is a delay of several days.**

A: Eligibility information will be updated each night in ProviderOne and available to see the next day.

**Q. Parents sign a permission form allowing us to check their child's eligibility. Can we add a space on the form for the child's ProviderOne Client ID Number?**

A: Yes. You can also copy the child's Services Card.

**Q. As a durable medical equipment company, we must call to verify eligibility for equipment. Will we need to do that in ProviderOne?**

A: ProviderOne will show if equipment with a limitation has been delivered.

## **PROVIDERONE CLIENT ID NUMBER**

**Q. Once we get the crosswalk, is the ProviderOne Client ID number “set in stone?”**

A: Yes. The ProviderOne Client ID is a permanent number.

**Q. If a client isn’t currently active, will they get a ProviderOne Client ID Number?**

A. All clients who have had any eligibility within the past four years will be assigned a ProviderOne Client ID Number.

**Q. What is the cut-off date when the PIC can no longer be used and we must begin using the ProviderOne Client ID?**

A. On the day ProviderOne becomes operational with medical and nursing home claims, the ProviderOne Client ID number will be required and the Personal Identification Code (PIC) will no longer be used.

**Q. Could we use three zeroes after the new ProviderOne Client ID Number, in order to make the 14 spaces in the PIC number we are used to using now?**

A. The file record layout is limited to the 11 digits – nine numbers followed by the letters WA. For file layout information, please refer to the technical mapping documents at <http://maa.dshs.wa.gov/dshshipaa>. Many providers are creating a new field for the ProviderOne Client ID Number to retain the PIC in their records.

**Q. Will the ProviderOne Client ID Number be a universal number – will it replace a client’s managed care ID?**

A. No. Managed care plans will continue to issue their own ID number and card.

**Q. How can we distinguish between two clients with the same name?**

A. You can use the date of birth or social security number to distinguish between two clients with the same name.

**Q. Will the ProviderOne Client ID Number also replace the ACES Client ID number that Nursing Homes use in WINASAP?**

A. No. Clients will retain their ACES Client ID number in addition to their ProviderOne Client ID number. To distinguish, the ProviderOne Client ID will have “WA” at the end of it.

## **SERVICES CARD**

**Q. Will DSHS consider lightening the design of the Services Card to scan better?**

A. Yes, DSHS is reversing the color scheme of the card to ensure the area where the ProviderOne client ID number is lighter in color.

**Q. Can a client get a replacement card?**

A. If a Services Card is lost or stolen, the card can be reissued with a new issue date.

## **SERVICES CARD *Continued***

**Q. Who can request a replacement card?**

A. An authorized representative or a member of the household receiving medical assistance can request a replacement card.

**Q. When will clients receive their new ProviderOne Services Cards?**

A. Existing clients will receive the Services Card in the month before we implement medical and nursing home claims in ProviderOne. After ProviderOne is implemented, newly eligible clients will receive their Services Card approximately 7-10 days after they have been approved.

**Q. What client information is on the ProviderOne Services Card?**

A. A fact sheet regarding the Services Card is available at <http://maa.dshs.wa.gov/ProviderOne/providers.htm> .

**Q. Will the ProviderOne Services Card be available in other languages?**

A. The information on the cards will be printed in English.

**Q. Will the ProviderOne Services Card include information about family members?**

A. There is no plan to include any information on the card that would indicate a connection to family members.

**Q. Will there be a charge to replace a Services Card?**

A. No, There will **not** be a charge.

**Q. Will the Services Card go to the nursing home or to the family?**

A. The Services Card will be mailed to the same address the Medical Assistance ID card (MAID) is sent today.

**Q. The Services Card is permanent, so what happens if a client changes their name?**

A. A client can get a new Services Card when they notify DSHS of their name change.

## **CROSSWALK OF PERSONAL IDENTIFICATION CODE (PIC) TO PROVIDERONE CLIENT ID NUMBER**

**Q. What is a PIC to ProviderOne Client ID Number crosswalk?**

A. A map of the clients current Personal Identification Code to the new ProviderOne Client ID Number that will be used in ProviderOne.

**Q. Will I have more than one PIC to ProviderOne Client ID crosswalk?**

A. If you have multiple Medicaid Billing Numbers that you bill us with you will need a crosswalk for each number.

## **CROSSWALK *Continued***

**Q. Which PICs will be included in the PIC to ProviderOne Client ID crosswalk?**

A. The PIC to ProviderOne Client ID crosswalk will return PICs that have been reported on claims in the 12 month period before the crosswalk is published.

**Q. What will be included in the PIC to ProviderOne Client ID crosswalk?**

A. The PIC to ProviderOne Client ID crosswalk will return the Medicaid Billing number, PIC, and new ProviderOne Client ID Number.

**Q. Who has access to the PIC to ProviderOne Client ID crosswalk?**

A. Billing providers who have a Medicaid Billing Number with DSHS have access to the crosswalk.

**Q. Can we pre-load information from the PIC to ProviderOne Client ID crosswalk?**

A. Yes, you can use the crosswalk to pre-load new ProviderOne Client ID Numbers into your billing systems.

**Q. Will a client's name be provided on the PIC to ProviderOne Client ID crosswalk?**

A. No. DSHS will not share personal client information in the crosswalk. In addition, names are an unreliable way to match data.

## **MANAGED CARE**

**Q. Will managed care patients have one or two cards?**

A. Managed care patients will have two cards; their ProviderOne Services Card and the card issued through their managed care organization.

**Q. Why is the client's managed care ID not included in ProviderOne?**

A. Managed care plans do not provide this information to DSHS at this time.

## **MISCELLANEOUS**

**Q. When we have someone involuntary admitted now, we use a mockup PIC number. What will we do when ProviderOne is implemented?**

A. If you have the court order, the client will be eligible for treatment. If your patient has been a client of DSHS in the past four years, you will be able to locate a ProviderOne Client ID Number for them in ProviderOne. If you cannot locate a ProviderOne Client ID Number for them, you can contact DSHS to get them into the system and a number assigned. If the admission occurs outside of DSHS business hours, you can obtain a number on the following business day.

**Q. Will the system for award letters change?**

A. Award letters used by nursing homes will continue to be published as they are today.

## MISCELLANEOUS *Continued*

**Q. What is the Medicaid ID number?**

A. It's your seven digit group number – your “pay to number” that you bill us with. If you have multiple numbers you'll need multiple crosswalks.

## PATIENT RESTRICTIONS

**Q. How can a provider tell if a patient has restrictions when the Medicaid Identification Card (MAID) is replaced by the ProviderOne Services Card?**

A. A provider can determine if the client is restricted to a certain physician, hospital or pharmacy by checking eligibility in ProviderOne.