STATE OF CALIFORNIA—HEALTH AND WELFARE AGENCY

PETE WILSON, *Governor*

:PARTMENT OF HEALTH SERVICES
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TO: All County Welfare Directors
All County Medi-Cal Program Directors
All County MEDS Coordinators

Letter No.: 95-24

COMMUNITY-BASED SERVICE ORGANIZATIONS ACCESS TO AUTOMATED ELIGIBILITY VERIFICATION SYSTEM (AEVS)

When the Department of Health Services (DHS) transferred from the old paper Medi-Cal card to the new Beneficiary Identification Card, or plastic card, the fact that many other government agencies and even community-based service organizations (CBSO) provided assistance and/or benefits to welfare recipients in general, and Medi-Cal recipients in particular were not realized; therefore, many of those organizations are now having problems in verifying eligibility for their clients. These organizations used the paper Medi-Cal card as a quick means of verifying eligibility for various community benefits. DHS completed implementation to a one-time issue plastic card on September 1, 1994.

Due to confidentiality laws and regulations, these organizations are legally barred from access to the Medi-Cal Eligibility Data Systems (MEDS) or any other present means to verify the client's current eligibility. Until now, the organizations had to rely on the client or call the county welfare office to verify eligibility.

With the assistance of Electronic Data Systems (EDS), DHS can provide the CBSOs with a modified version of the AEVS which is a voice response system that will enable the organization to perform eligibility verification transactions for Medi-Cal and County Medical Services Program recipients using a touch-tone telephone. A copy of the Telephone AEVS User Guide is included with this letter as Enclosure 2. The AEVS service is provided at no cost to the user. AEVS is available by using a touch-tone telephone between the hours of 2:00 a.m. and midnight, seven days a week.

The AEVS User Guide was developed for the use of Medi-Cal providers seeking billing information. The User Guide has been modified for use by the CBSOs. With reference to Page 100-54-2 of the AEVS User Guide, the information the CBSO should have ready for access via the touch-tone telephone when prompted by AEVS is their eight-digit PIN, the recipient's Medi-Cal ID number, the recipient's month and year of birth, and the date the recipients Medi-Cal card was issued. This information is required for each eligibility transaction.

The only enrollment procedure required to participate in AEVS is to complete the enclosed AEVS Enrollment Form which is included with this package as Enclosure 1. The requestor must provide all of the requested information. As requested in Enclosure 1, the county should instruct the requestor to mail the completed AEVS Enrollment Form to the address on the form. Once DHS receives the completed enrollment form, the CBSO will be issued a provider number and a PIN number, which they must have to use AEVS. The counties may have the CBSOs send DHS their mailing address with a request for the AEVS enrollment package.

Three methods will be used to maintain the confidentiality of beneficiary information. First, the Medi-Cal Eligibility Branch will evaluate each applicant to insure that the organization is reputable and a need to know exists. Secondly, each organization will be required to complete and sign an OATH OF CONFIDENTIALITY (see Enclosure 1). Finally, the AEVS system has been modified to deny access in those cases where the organization is unable to provide the issue date from the Beneficiary Identification Care (BIC). This means that the organization is required to view the BIC card and in so doing will be deemed to have obtained implied consent.

If you should have any questions, please contact Al Brinsfield of my staff at (916) 657-0837.

Sincerely,

ORIGINAL SIGNED BY

Frank S. Martucci, Chief
Medi-Cal Eligibility Branch

Enclosures