STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY

GRAY DAVIS, *Governor*

DEPARTMENT OF HEALTH SERVICES
714-744 P STREET
P.O. BOX 942732
SACRAMENTO, CA 94234-7320
(916) 657-2941

January 22, 2002

TO: All County Welfare Directors
All County Administration Officers
All County Medi-Cal Program Specialists/Liaisons
All County Mental Health Directors
All County Health Executives

Letter No: 02-03

ISSUANCE OF NEW BENEFICIARY IDENTIFICATION CARDS (BICS)

Effective February 1, 2002, the Department of Health Services' (Department) Medical Review Branch is placing requirements on billings for a number of Medi-Cal Benefits Identification Cards (BICs ID) in an ongoing effort to determine if BICs have been stolen or misused. Initially, new BICs will be issued with a new BIC ID number and issue date to approximately 2,000 recipients. This process will be repeated on a periodic basis as misuse of the BIC for other recipients are discovered. The new eligibility message, "Current BIC ID number and issue date required for payment," will be placed on approximately 2,000 recipients' eligibility files, which will be provided upon eligibility verification requests.

The Department is sending the enclosed letter to the beneficiaries informing them of the issuance of their new cards in January 2002. This letter tells them the old card will be invalid after receiving the new one. The letter also assures them that their health care benefits will not change. It further reminds them of their responsibility to protect their card from abusive or fraudulent use.

Providers billing for services with the beneficiaries' old cards will receive a new error message from Electronic Data Systems. This message will be error code "600" with an explanation of "Current BIC number and issue date required for claims payment".

If you have any questions about the new card issuance, please contact (877) 347-4321.

Sincerely,

ORIGINAL SIGNED BY

Richard Brantingham
Acting Chief
Medi-Cal Eligibility Branch

Enclosures

Flex your POWER

Do your part to help California save energy. To learn more about saving energy, visit the following web site:
www.consumerenergycenter.org/flex/index.html

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P.O. BOX 942732
SACRAMENTO, CA 94234-7320
(916) 322-1072

Dear Beneficiary:

Soon you will get a new Medi-Cal card. When you get your new card, your old card will stop working. **Your health care benefits will not change.** Take the new card with you to get care.

You are getting a new card because some one else may be using your card for services you did not get. Keep your new Medi-Cal card safe. Do not give your card or number to anyone unless it is for your care. Selling your card is a crime.

If you think someone is using your card illegally or if you have any questions, please call toll free 1-877-347-4321.

Sincerely,

Jan Inglish, N.P., Chief
Medical Review Branch
Audits and Investigations

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Querido (a) Beneficiario (a):

Pronto, usted recibirá una tarjeta nueva de Medi-Cal. Cuando usted reciba su tarjeta nueva, su tarjeta vieja ya no funcionará. **Sus beneficios médicos no cambiarán.** Llévese su tarjeta nueva para recibir cuidado médico.

Usted va a recibir una tarjeta nueva porque alguien más puede estar usando su tarjeta para servicios que usted no recibió. Guarde su tarjeta nueva de Medi-Cal en un lugar seguro. No le dé su tarjeta, o el número en su tarjeta, a nadie a menos que sea para ***sus*** servicios médicos. Vender su tarjeta es un crimen.

Si usted cree que alguien está usando su tarjeta ilegalmente o si tiene preguntas, por favor llame gratis al 1-877-347-4321.

Sinceramente,

Jan Inglish, N.P., Chief
Medical Review Branch
Audits and Investigations