State of California—Health and Human Services Agency
Department of Health Services

California Department of Health Services
DIANA M. BONTÁ, R.N., Dr. P.H.
Director

GRAY DAVIS
Governor

April 21, 2003

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS
ALL COUNTY MENTAL HEALTH DIRECTORS
ALL COUNTY HEALTH EXECUTIVES

Letter No.: 03-19

SUBJECT: ISSUANCE OF NEW BENEFITS IDENTIFICATION CARDS
(Reference: Letter No. 02-03)

This letter is to inform county staff that beginning April 2003 the Department of Health Services (DHS) will start a monthly process of issuing approximately 10,000 new Medi-Cal Benefits Identification Cards (BIC) to Aid Code 60 recipients in Los Angeles County. This is because the individuals' current BIC information may be in circulation and used for abusive or fraudulent provider billing purposes.

When eligibility is verified through the point of services device, the following eligibility message will appear, "For claims payment, current BIC ID number and date of issue is required".

DHS is sending a BIC envelope stuffer (copy enclosed) to the recipients informing them their old card will be invalid after receiving their new BIC. The stuffer also assures them that their health care benefits will not change and that their services are not restricted. This stuffer further reminds the beneficiaries of their responsibility to carry their card and to protect their card from abusive or fraudulent use.

Providers billing for services with the beneficiaries' old cards will receive one of several denial messages from Electronic Data Systems (EDS): "Invalid BIC – A New BIC Was Issued"; "The Date-of-Issue Entered Does Not Match"; or "Missing/Invalid BIC ID and/or BIC Date-Of-Issue". Providers must have specific data from the new cards to submit claims for payment.

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

If eligible beneficiaries come to the county for help with these new cards, please:

- Advise them they are **not** on restriction and that their benefits remain the same as before.
- Issue a temporary paper card for them, **only if** they did not receive or lost the current card as the Medi-Cal Eligibility Data System indicates.
- Advise them to correct their address with the Social Security Administration, if needed.
- Advise them that the requirement to use the new BIC is not subject to appeal.
- Advise them they can call the EDS Beneficiary Help Desk at (916) 636-1980 for more information. This help desk will not provide any BIC ID numbers or issue dates to the caller.

If you have any questions about the new card issuance, please contact EDS at 1-(800) 541-5555.

Original signed by

Beth Fife, Chief
Medi-Cal Eligibility Branch

Enclosure

THIS IS YOUR NEW REPLACEMENT MEDI-CAL IDENTIFICATION CARD

This card replaces your old card starting the first of next month.

- This card has a new identification number and card issue date. Your old card will stop working.

- **Your health care benefits have <u>not</u> changed.** Your benefits are not restricted.

- **You must take this card with you** to the doctor, pharmacy, hospital, or any other medical provider you may see for care. Your doctor will not be able to bill without the information that is on your new card.

- You are getting a new card with new numbers because someone else may have been using your old 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.

LOST OR STOLEN CARDS:

Contact the county welfare department to report lost or stolen cards. The county will ask the state to issue you a new plastic card.

If you change your address, be sure to contact the Social Security Administration.