



TOBY DOUGLAS  
DIRECTOR

State of California—Health and Human Services Agency  
**Department of Health Care Services**  
**LEA Medi-Cal Billing Option Program**  
**Frequently Asked Questions (FAQs)**



EDMUND G. BROWN JR.  
GOVERNOR

**[Eligibility Verification & Data Use Agreement \(DUA\)](#)**

**\*\*PLEASE REVIEW THE LEA MEDI-CAL BILLING OPTION PROVIDER MANUAL FOR COMPLETE LEA PROGRAM AND POLICY INFORMATION\*\***

**Q1. How can I obtain a student's Medi-Cal Beneficiary Identification Card (BIC) number?**

- A. The student's BIC contains the 14-digit alphanumeric BIC number. LEAs can obtain the BIC number using the [LEA Tape Match process](#) or a Memorandum of Understanding (MOU) with the county welfare department. LEAs have three options to verify eligibility:
- LEAs that want to utilize the data tape match system must submit a Data Usage Agreement (DUA) to the LEA Medi-Cal Billing Option Program. For information regarding other available methods to determine a beneficiary's eligibility, go to [Eligibility Transactions and Claim Submissions](#) section of the Medi-Cal Provider Manual.
  - The [Automated Eligibility Verification System \(AEVS\)](#) is an interactive voice response system that allows you to verify recipient eligibility through a touch-tone telephone. Please refer to the [AEVS User Guide](#) for more information.
  - The [Point of Service \(POS\)](#) device has swipe capabilities for all plastic identification cards associated with programs served by DHCS Fiscal Intermediary and allows you to verify recipient eligibility. Additional information about the POS device is located in the Medi-Cal Provider Manual.

**Q2. Will the Social Security Number (SSN) be accepted as an input field in the tape match request?**

- A. The LEA program may ask LEAs to transmit the full social security number of their beneficiaries as long as the social security numbers are transmitted to DHCS using a secure file transfer protocol (SFTP). By complying with the Data Use Agreement and its attachments, the LEA may provide the beneficiary social security number as an input field in the tape match request, and are encouraged to do so.

**Q3. My LEA uses a billing service. Who fills out the DUA agreement?**

- A. The DUA agreement is ultimately the responsibility of the billing LEA or Consortium whose NPI number is used for billing (User) so this billing LEA or Consortium will fill out and sign the DUA. If the billing LEA uses a billing service, the billing LEA must have a written agreement with the billing service that imposes the same privacy and security controls on the billing service that the billing LEA has under the DUA. The billing service may also be required to sign the DUA if they are the "Custodians of the Files" on behalf of the User.



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**Q4. Does a Medi-Cal eligible student have continuing coverage or is there a limit on total funds for each recipient's health coverage?**

- A. Eligibility is determined on a monthly basis by the county. There is no limit on funds for each recipient's health coverage. The period of eligibility for Medi-Cal persons shall continue through each successive month during which the person is determined to be eligible. ([Title 22, CCR, Section 50195](#)).

**Q5. If billing begins in the middle of the school year, can the DUA be turned in after 11/30/2012?**

- A. The DUA needs to be submitted prior to the User or Custodian of Files receiving tape match data. It may be submitted in the middle of the year; however, no tape match data will be processed until it is submitted.

**Q6. What happens if my LEA loses its PIN number for the online eligibility verification option?**

- A. A temporary Provider Identification Number (PIN) is issued by the POS/Internet Help Desk to providers who do not have a permanent PIN or have misplaced their permanent PIN. A temporary PIN is valid until midnight of the day it was issued. Providers can use a temporary PIN to verify eligibility and perform Share of Cost transactions. A temporary PIN can only be used on the Supplemental Automated Eligibility Verification System (SAEVS). A temporary PIN cannot be used with the POS Device, Automated Eligibility Verification System (AEVS), Provider Telecommunications Network (PTN) or on the Medi-Cal Web site.

- To obtain a temporary PIN, please call the POS/Internet Help Desk at 1-800-427-1295. You can access SAEVS by calling 1-800-427-1295. Choose option 4 and then option 2.

**Q7. On attachment B, the first page says it is the information exchange agreement between the Social Security Administration (SSA) and the DHCS. The signatures on subsection N and O are dated 2009, and subsection XI, Duration, Modification, and Termination of Agreement, it appears the agreement effective date expired last year. Based on these three observations, it is safe to assume this attachment is for informational purpose?**

- A. No. The attached Social Security Administration (SSA) Agreement is an active contract between DHCS and the SSA. Its expiration date was extended. DHCS is required to attach the SSA Agreement to any agreement for sharing of SSA-owned data, including data matching, and the party getting the data must comply with the privacy and security requirements in the SSA Agreement. The SSA Agreement, as applicable according to [Section 11 of the DUA \(page 4\)](#), should be considered a part of the DUA.



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**Q8. If an LEA changes vendors, is the LEA required to submit a new DUA?**

- A. If an LEA changes vendors, they are not required to submit a new DUA agreement; however, the LEA will be required to submit a Custodianship Amendment to the Data Use Agreement (Attachment F).
- Attachment F – Part I is required if there is a change in custodial entity (vendor)
  - Attachment F – Part II is required If the custodial entity (vendor) changes contact information or custodial contact.

**Q9. Are the DHCS monthly eligibility data updates available to LEAs?**

- A. Yes, LEAs may obtain information to determine a student's eligibility for services through the LEA tape match process, Memorandum of Understanding or through a Point of Service device. Additional information may be found in the LEA Provider Manual, [loc ed elig](#) (page 2).

**Q10. Does the Data Use Agreement (DUA) have to be mailed at the same time as the PPA?**

- A. The DUA and PPA for new LEA providers are due by October 10, 2013. These forms do not need to be submitted together at the same time, but must be returned to DHCS by the deadline and the PPA will not be processed until the DUA is received.

**Q11. How many times can we submit a data match tape per year?**

- A. There is no annual limit on how many times the LEA may submit LEA data tape match requests. DHCS updates the eligibility information monthly.

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