To: All County Welfare Directors
   All MEDS Coordinators
   All Medi-Cal Program Specialists/Liaisons

CALIFORNIA ELIGIBILITY VERIFICATION AND CLAIMS MANAGEMENT SYSTEM (CA-EV/CMS)
(PLASTIC CARD)

Ref.: All County Welfare Directors Letter No. 93-53

March 14, 1994

The purpose of this letter is to update the counties on the status of activities related to the design and implementation of the California Eligibility Verification and Claims Management System (CA-EV/CMS), commonly referred to as the Plastic Card Project.

ON-LINE ELIGIBILITY VERIFICATION PHASE-IN

The CA-EV/CMS will be implemented according to the following schedule:

March 1994  Phase I Counties:

Butte  Napa
Orange  Santa Clara
Yuba

May 1994  Phase II County:

Los Angeles County

June 1994  Phase III Counties:

Southern California

Fresno  San Bernardino
Imperial  San Diego
Inyo  San Luis Obispo
Kern  Santa Barbara
Kings  Tulare
Riverside  Ventura
July 1994  Phase IV Counties

Northern California

Alameda    Nevada
Alpine     Placer
Amador     Plumas
Calaveras  Sacramento
Colusa     San Benito
Contra Costa  San Francisco
Del Norte  San Joaquin
El Dorado  San Mateo
Glenn      Santa Cruz
Humboldt   Shasta
Lake       Sierra
Lassen     Siskiyou
Madera     Solano
Marin      Sonoma
Mariposa   Stanislaus
Mendocino  Sutter
Merced     Tehama
Modoc      Trinity
Mono       Tuolumne
Monterey   Yolo

MEDI-CAL CARDS

Beginning March 1, 1994, Medi-Cal clients will use one of four different identification (ID) cards: the new plastic Benefits Identification Card (BIC), the new paper ID cards for "immediate need", and paper ID cards for minor consent clients that will be phased-in by county from March through July 1994, and the current paper Medi-Cal cards that will be phased-out as counties adopt the new cards.

The new plastic BICs and new paper ID cards are for identification only and providers should verify eligibility, reserve Medi services, and clear share of cost using the new Point of Service (POS) Network (telephone AEVS, CERTS software, POS device or enhanced provider systems).

The initial mailing of BICs to clients in Phase I counties on February 11, 1994 was created using MEDS data as of January 15, 1994. Daily card production and mailing began on February 14, 1994. The clients and providers will begin using the BICs on March 1, 1994.

New Plastic BICs

The new BICs (See Enclosure 1) were mailed to Medi-Cal and County Medical Services Program (CMSP) clients and unmet share-of-cost clients in Phase I counties beginning February 11, 1994. In addition, the BICs were issued to "ineligible" (Aid Code IE) and "Responsible Relative" (Aid Code RR) recipients, who had not received Medi-Cal cards in the past. All recipients should be reminded to keep their BICs.
New Paper Cards

A new format paper ID card will be issued to Immediate Need and Minor Consent Program clients. These identification cards allow access to the Medi-Cal Eligibility Verification System from the "Issue Date" to the "Good Thru" date and do not provide proof of eligibility (POE) and MEDI labels. Eligibility information for the current month and prior 12 months can be accessed.

Immediate Need

For Immediate Need clients, these new format paper cards are valid for identification purposes for thirty (30) days. For example, with an "Issue Date" of 03/03/94, the "Good Thru" date is 04/02/94 (see Enclosure 2). The "Issue Date" and the "Good Thru" dates may occur in two consecutive months and are given only for identification purposes. Providers must verify the client's eligibility.

Note: Department of Health Services will continue to assess the immediate need card process to evaluate its effectiveness. Adjustments will be made as necessary.

Minor Consent Program

Minor Consent Program clients will continue to apply for and be eligible for Medi-Cal for only the month requested, on a month-by-month basis. However, their new paper cards are valid for identification purposes for three hundred and sixty five (365) days. For example, with an "Issue Date" of 03/01/94, the "Good Thru" date is 03/01/95 (see Enclosure 3). The card is not proof of eligibility; providers must verify the client's eligibility. The card will allow access to the Medi-Cal Eligibility Verification System until the "Good Thru" date. Providers will be able to access eligibility information for the prior 12 months.

If a replacement Minor Consent paper card must be issued (i.e., the minor lost the first card), the same pseudo number must be used to avoid duplicate records on MEDS. (Duplicate records may cause duplicate cards to be issued for the same client for overlapping time periods.) The replacement card will have a new "Issue Date" and new "Good Thru" date.

Since the regulations for Minor Consent Program eligibility have not changed, the county should explain to the client that the new paper identification card is valid for a year from the issue date for identification purposes only and that the client must still apply for each month of eligibility as needed. Some clients will continue to request a new card each month because they may have thrown away the other card after using it. The beneficiaries should be reminded to keep their cards until the "Good Thru" date.

Current Paper Cards

Medi-Cal eligible clients statewide will continue to receive the current monthly paper cards with POE and MEDI labels until their counties implement the new plastic BIC and new paper ID cards (for Immediate Need and Minor Consent clients).
BENEFICIARY NOTIFICATION

DHS began sending informational stuffers in English and Spanish about the BIC and the new share of cost system to Medi-Cal and CMSP eligibles in November 1993, two months before the original implementation date of January 1994 (later changed to March 1994). DHS is ensuring that each Medi-Cal and CMSP eligible in each implementation phase will receive two informational stuffers before the paper Medi-Cal card and/or MC 177 Share of Cost form is eliminated. Medi-Cal and CMSP eligibles will also receive a stuffer during the phase-in month.

SIGNATURE

All Medi-Cal ID cards continue to require the beneficiary's signature prior to presentation for services, with three exceptions:

- Beneficiaries under 18 years of age;
- Beneficiaries receiving long term care; or
- Beneficiaries determined disabled by the provider.

CORRECTIONS

Because the BIC is a more permanent card than the former monthly Medi-Cal card, clients will more readily report incorrect information on their BIC to the county. The county should correct the erroneous or misspelled information on MEDS, and the county should also request a new BIC for the client if the corrected information will appear on the front of the BIC. EXCEPTION: If a pseudo-ID is changed to a Social Security Number (SSN), a new BIC does not need to be issued. The BIC with the Client Index Number (CIN) on the face of the card will still be good. If someone incorrectly signs his/her BIC, the county should request a new BIC for the client(s). The county should advise the client to destroy the incorrect BIC upon receipt of the corrected BIC.
TRAINING FOR COUNTIES

Completed Training

Date: October 21, 1993
Participants: Butte, Napa, Orange, Santa Clara, Yuba

Date: February 23, 1994
Participants: Ventura, San Luis Obispo, Santa Barbara

Scheduled Training

The training for Phase II and III counties is scheduled as follows:

Date: March 2, 1994
Participants: Los Angeles*
Location: Los Angeles County
Santa Fe Springs Town Center Social Hall
11740 E. Telegraph Road
Santa Fe Springs, CA 90670

Date: March 17, 1994
Participants: Tulare*, Fresno, Kings, Kern
Location: Tulare County Civic Center
County Administrative Office Building
2800 West Burrel
Visalia, CA 93291

Date: March 29, 1994
Participants: San Bernardino*, Riverside, Inyo, Orange, San Diego, Imperial
Location: Sheriff's Department
655 East Third Street
Second Floor Conference Room
San Bernardino, CA

* Hosted by
Future Training

The training for Phase IV counties will be conducted regionally in conjunction with the implementation schedule.

Videotapes

A two-part videotape describing the on-line eligibility verification process, BIC and share of cost will be shown at the county training sessions and will be distributed to all counties in March 1994. The first part is a general overview, and the second part is more technical; both are intended for county staff use only.

DHS is also preparing a brief videotape for the counties to show to clients. This tape will focus on some of the changes brought about by the BIC, such as the need for the client to keep the plastic identification card; how the card is used for identification only; the client will not receive any more stickers or share of cost forms, etc. Counties will be advised when the videotape is available.

PROVIDER INQUIRIES

In order to access the Medi-Cal Eligibility Verification System, the provider must have the following client information from the BIC or paper card:

(1) Client identification number;
(2) Client’s date of birth; and
(3) Issue date. (NOTE: Phone AEVS will not require the card Issue Date until statewide implementation has been completed.)

Provider Request for Medi-Cal Stickers

If a provider does not know the client’s identification number, date of birth, or BIC issue date, and requests a POE sticker after BIC implementation, the County will have to access MEDS to find the above information for the provider instead of producing a POE card.

If a provider knows the client’s identification number, date of birth, and BIC issue date, the county should advise the provider that this information is all that is needed to access the Medi-Cal Eligibility Verification System. The provider should then access the system by phone AEVS, CERTS software, POS device, or enhanced provider systems.
Provider Billing Questions

Counties can refer providers to Electronic Data Systems/Medi-Cal Hotline at the following numbers:

General questions and billing problems 800-541-5555
Computer Media Claims Information (CMC) 916-636-1100
Point of Service Help Desk 800-427-1295
Obstetrics or the Comprehensive Perinatal Services Program 800-257-6900
California Children’s Services/Genetically Handicapped Persons Program 800-541-7747
Out-of-State Providers 916-636-1000
DHS Provider Enrollment 916-323-1945

Please be aware the above numbers are for provider use only and counties may not give these numbers to clients.

Beneficiary Billing Questions

Counties may refer clients to the following number for beneficiary billing questions only:

EDS Beneficiary Response Unit 916-636-1980
(includes Spanish-speaking staff)

We appreciate your participation in the discussions concerning the design and implementation of CA-EV/CMS. If you have any questions about CA-EV/CMS, please contact Sue Miller of my staff at (916) 657-3184.

Sincerely,

ORIGINAL SIGNED BY

Frank S. Martucci, Chief
Medi-Cal Eligibility Branch

Enclosures
RECIPIENT IDENTIFICATION CARD

Starting March 1, 1994, plastic State of California Benefits Identification Cards (BICs) will be distributed to recipients throughout the state. Note: Recipient card ownership does not guarantee eligibility. Eligibility must be verified through the Point of Service (POS) device, Claims and Eligibility Real-Time Systems (CERTS) software or AEVS.

* Distribution-(10-30-30-30):

COUNTIES 10% - Butte, Napa, Orange, Santa Clara, Yuba (March)
30% - Los Angeles (May)
30% - Southern California (June)
30% - Northern California (July)

State of California
Benefits Identification Card

ID No. 0123456789
JOHN Q RECIPIENT
M 05 20 1991
 Issue Date 01 01 94

Recipient Information:
Information on face of card

- Name of Recipient
- Gender
  M-Male
  F-Female
- Recipient ID Number
  Social Security Number and check digit
  OR
  Client Index Number (CIN)
  9NNNNNNNA9
  Begins with "9"
  7 Numeric digits
  Ends with alpha character other than: B,I,J,K,L,O,P,Q,R,Z
  Last digit is a check digit
- Birthdate (MMDDCCYY)
- Date of Issue (MMDDYY)
  Date card was issued to recipient

This information is subject to change. Watch bulletin for future updates.
1) Plastic card county with MOE < BIC implementation date:
Generates current card format with POE labels and MEDI labels.

2) Plastic card county with MOE >= implementation month:
Generates card with MEDI and POE labels X'ed out. Issue date and
good thru date are printed on card. Good thru date is for thirty
days.
3) Minor consent card for months > BIC implementation date:
   Generates card with MEDI and POE labels X'ed out. Issue date and good thru
   are printed on card. Good thru date for one year.

MEDI-CAL IDENTIFICATION CARD

SIGNATURE/FIRMA: ___________________________  DATE/FECHA: ___________________________

* FOR IDENTIFICATION PURPOSES ONLY *
* PROVIDER: PLEASE VERIFY ELIGIBILITY *

ID No. 0123456789

FIRSTNAME MI LASTNAME

M 04/01/1977

ISSUE DATE: 01/03/94
GOOD THRU: 01/03/95

041MQO0X94018101133 WIT OHCL