

## DEPARTMENT OF HEALTH SERVICES

714/744 P STREET

P.O. BOX 942732

SACRAMENTO, CA 94234-7320

(916) 657-2941



March 14, 1994

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

Letter No.: 94-28

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

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

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

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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.

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### **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).

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## **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.

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## 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  
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\* Hosted by

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### 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.

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### **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 (includes Spanish-speaking staff)	916-636-1980
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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


*Enclosure 1*



## 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 1961	Issue Date 01 01 94



Signature
This card is for identification only. It does not guarantee eligibility. Misuse of this card is unlawful.

**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 bulletins for future updates.



# PAPER CARD LAYOUT CONDITIONS

Enclosure 2

- 1) Plastic card county with MOE < BIC implementation date:  
Generates current card format with POE labels and MEDI labels.

## MEDI-CAL IDENTIFICATION CARD

SIGNATURE/FIRMA: \_\_\_\_\_

DATE/FECHA: \_\_\_\_\_

AL APR93 04/15/945 F MEDSID 5618299967  
IC 1201234556789 MC 3 SOC\$00000  
XX

561829996 7 M0493 F945  
LASTNAME FIRSTN ELIG 3  
37 - 01 MC 3  
OC S XXXXXXXX

561829996 7 M0493 F945  
LASTNAME FIRSTN ELIG 3  
37 - 01 MC 3  
OC S XXXXXXXX

561829996 7 P0493 F945  
LASTNAME FIRSTN ELIG 3  
37 - 01 MC 3  
OC S XXXXXXXX

561829996 7 P0493 F945  
LASTNAME FIRSTN ELIG 3  
37 - 01 MC 3  
OC S XXXXXXXX

O /C S

FIRSTNAME LASTNAME

Q44MQ41X94004101345  
55-37-561829996-7-10 \*7\* DHS GHS

- 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.

## MEDI-CAL IDENTIFICATION CARD

SIGNATURE/FIRMA: \_\_\_\_\_

DATE/FECHA: \_\_\_\_\_

FOR IDENTIFICATION PURPOSES ONLY  
PROVIDER: PLEASE VERIFY ELIGIBILITY

ID No. 0123456789

FIRSTNAME MI LASTNAME

M 04/01/1963

ISSUE DATE: 04/03/94  
GOOD THRU : 05/03/94

Q41MQ40X94018101133 WIT OHCL

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: \_\_\_\_\_

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\* FOR IDENTIFICATION PURPOSES ONLY \*

\* PROVIDER: PLEASE VERIFY ELIGIBILITY \*

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ID No. 0123456789

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FIRSTNAME MI LASTNAME

H     04/01/1977                  ISSUE DATE : 01/03/94  
GOOD THRU : 01/03/95

Q41MQ4OX94018101133 WIT OHCL