MEDICAID COMMUNICATION NO. 09-07

DATE: March 23, 2009

TO: County Welfare Agency Directors
   Document Control Unit Coordinators
   Statewide Eligibility Determination Agency
   Institutional Services Section Area Supervisors

SUBJECT: Multiple Demographic Field Changes in Medicaid Eligibility System

Please be advised that effective immediately the Medicaid Eligibility System will no longer accept multiple demographic field changes for the same person on the eligibility file. The system will only allow one demographic field change to an existing Medicaid Eligibility record.

Prior to adding a new record or updating an existing record, it is important to verify that the Medicaid case number is unassigned and has not been utilized in the past. A Medicaid case number that has previously been assigned cannot be reused. This action creates issues with claims payments and service delivery for both the original recipient as well as the new recipient.

It is equally important to remember NOT to delete any past eligibility segments from the system. Voiding these past eligibility segments creates the potential for financial recovery of paid claims causing recipients to be billed for those services erroneously.

Should you have any questions or experience any difficulty entering data onto the Medicaid Eligibility System, you may contact Doug Eide, Office of Information Systems, at 609-588-2897.

Sincerely,

John R. Guhl
Director

JRG:D