

Hawai'i Covering Kids
State Coalition Meeting #14
Tuesday, October 28, 2003
10:00 am - 11:30 am

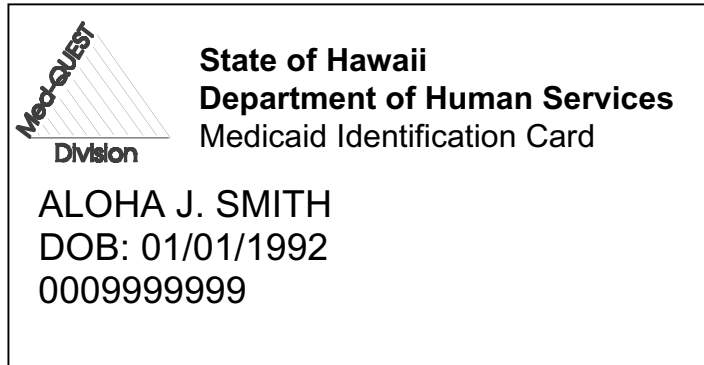


State of Hawaii
Med-QUEST Division/Systems Office
Cheryl Kelly,
Healthcare Business Analyst

Recipient ID cards



- Monthly paper cards were discontinued as of 10/01/02
- The card is an identification card not an eligibility card
- Most eligible recipients are issued ID cards
- The cards do not differentiate between QUEST and Medicaid Fee-for-Service
- Eligibility will need to be verified each time the client receives services



Sample ID Card

Back of card:

State of Hawaii
Department of Human Services
Med-QUEST Division
THIS CARD DOES NOT GUARANTEE ELIGIBILITY

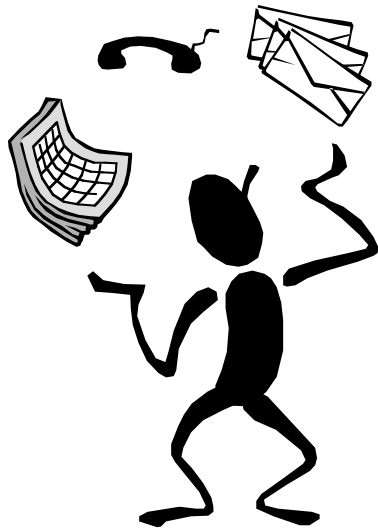
Attention Providers:

- Eligibility information may be obtained by calling: (800) 882-4608
- To report fraud, please call the Fraud Hotline at: (808) 587-8444
- You are responsible for verifying recipient eligibility and proper identification of the card holder

Attention Recipients:

- Please carry this card with you at all times
- Unauthorized use of this card is a violation of federal and state law and may result in criminal prosecution.
- If you have any questions, please call the Enrollment Call Center at: (808) 524-3370 or toll-free at (800) 316-8005
- Keep this card even if you get a notice saying that you are no longer eligible. If you get Medicaid in the future, you will use the same card.

Eligibility Verification Systems



- Automated Voice Response System (AVRS)
- DHS Medicaid Online (Web)
- Medicaid Eligibility Verification System (MEVS)

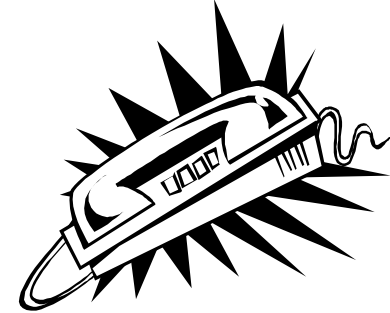
What is AVRS?

- Automated Voice Response System
- Real-time access to Eligibility Information
- Available to all Medicaid providers in Hawaii
- Only equipment required is a touch-tone telephone
- Available 24x7x 365 days a year
- NO cost to providers for use

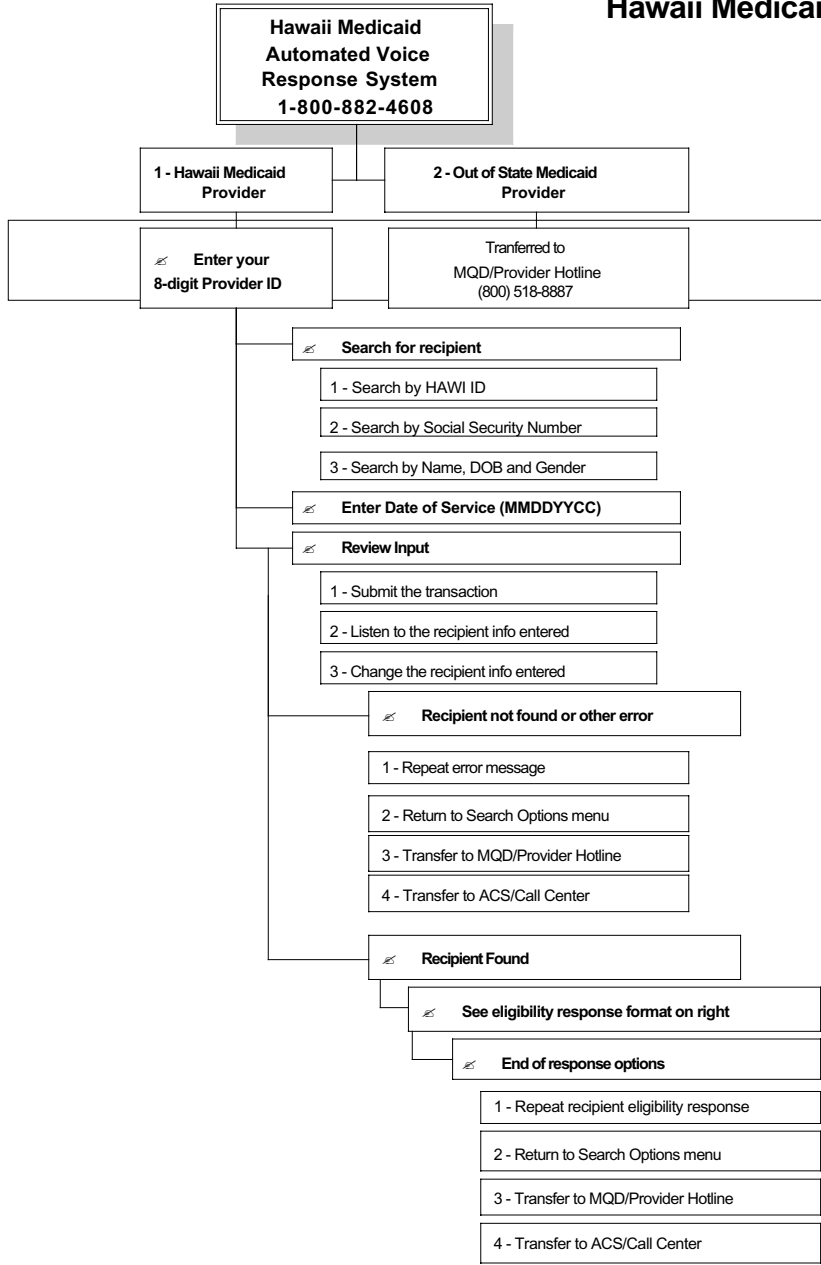


How does AVRS work?

- Dial 1-800-882-4608
- Follow prompts for input
- Multiple Search options
- Response read back by computer
- Key Eligibility Data Returned
- Up to 10 inquiries per call
- Able to transfer to MQD/Provider Hotline



Hawaii Medicaid AVRS Quick Reference sheet



> Eligibility Response - The system speaks the following:

Verify the identity of the recipient with a separate photo ID.
 The recipient s Social Security Number is: <SSN>
 The recipient s Last Name is: <Last name>
 The recipient s First Name is: <First name>
 The recipient s Middle initial: <Middle initial>
 The recipient s Date of birth is: <Date of birth>
 The recipient s Gender is: <Gender>
 Recipient <HAWI ID> is eligible for Medicaid services for <Date of Service>.

> If applicable, the system also speaks the following:

The recipient has Third party coverage.
 The recipient has Medicare coverage.
 The recipient is QMB Dual eligible.
 The recipient has a Share of cost amount (for LTC recipients) of <share of cost amount> for <Date of Service>.
 The recipient was in the Nursing Home <Nursing Home name> for <Date of Service>.
 The recipient has a Penalized Nursing Home code.
 The recipient has Lock-In coverage with <Lock-In Provider name>.

> Alpha Keystrokes

*21 = A	*41 = G	*61 = M	*73 = S	*93 = Y
*22 = B	*42 = H	*62 = N	*81 = T	*12 = Z
*23 = C	*43 = I	*63 = O	*82 = U	*13 = . (period)
*31 = D	*51 = J	*71 = P	*83 = V	*14 = - (hyphen)
*32 = E	*52 = K	*11 = Q	*91 = W	*15 = ' (apostrophe)
*33 = F	*53 = L	*72 = R	*92 = X	*16 = _ (space)
				*17 = * (asterisk)

> Tips for Using the System

- ¥ You must call from a Touch-Tone phone with Touch-Tone dialing enabled.
- ¥ Once you are familiar with the AVRS, you can key ahead in response to most prompts. You need not wait until the prompt has been completely spoken to press a key or enter your response.
- ¥ You have two chances to enter valid data in response to a prompt. If you enter an invalid data more than twice, your call will be terminated. In this instance, hang up and try your call again.
- ¥ Press **7 to repeat the current prompt.

What is DHS Medicaid Online?

- Real-time access to eligibility information via the web
- Available to all Medicaid providers in Hawaii
- Only equipment required is Internet access
- Available 24x7x 365 days a year
- **NO cost** to providers for use





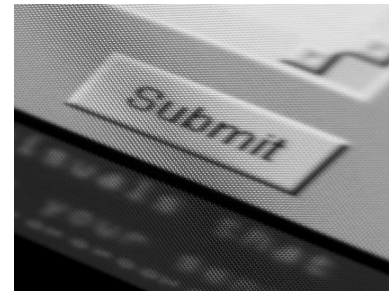
How does DHS Medicaid Online work?

- Log in to: <https://hiweb.statemedicaid.us>
- Multiple Search options
- Response within seconds
- Eligibility and Enrollment information
- Claims status information

How does DHS Medicaid Online work?

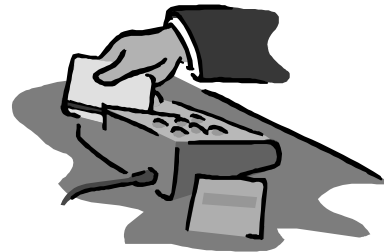
(continued)

- No limit to dates of service range
- No limit on the number of transactions
- One inquiry at a time
- Batch option (*future*)



What is MEVS?

- Medicaid Eligibility Verification System
- Providers contracts with a MEVS vendor and pays them a service fee
- Real-time access to key data
- Various products and services offered by MEVS vendor. (Point of Sale Terminal, Web-based, etc.)



For more information:

Please visit the
State of Hawaii
Department of Human Services
Med-QUEST website at:
www.med-quest.us

