Changes in Wisconsin Medicaid recipient identification numbers and names

This *Wisconsin Medicaid and BadgerCare Update* contains information about what providers should do when they see a discrepancy between the name or 10-digit identification number on the recipient’s Medicaid Forward card and the Eligibility Verification System (EVS).

**Recipient identification number changes**

Some providers may question whether services should be provided if the recipient’s 10-digit Medicaid identification number on his or her Medicaid Forward card does not match Wisconsin Medicaid’s Eligibility Verification System (EVS) response. If the EVS indicates the recipient is eligible, services should be provided.

A recipient’s identification number can change and the EVS will reflect that change. However, Wisconsin Medicaid does not automatically send a Forward card with the new identification number to the recipient. Wisconsin Medicaid cross-references the old and new identification numbers so a provider may submit claims under either number. The recipient has the option of requesting a replacement Forward card with the new number on the card.

**Recipient name changes**

If a recipient’s name on the Forward card is different than the EVS, providers should use

Providers should always verify a recipient’s Wisconsin Medicaid eligibility before providing services. Refer to the Provider Resources section of the All-Provider Handbook for more detailed information about eligibility verification.