

Verifying Medicaid eligibility of foster care children

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Children in foster care programs are generally eligible for Wisconsin Medicaid. These children should have either a Medicaid Forward card or a green temporary Medicaid card. If a foster care child does not have one of these cards, providers may verify his or her eligibility using Wisconsin Medicaid's Eligibility Verification System (EVS).

Foster care children and Medicaid eligibility

Children in foster care programs administered by the state, county/tribal social or human services departments, or private agencies are generally eligible for Wisconsin Medicaid. Children who enter foster care under the federally funded program Title IV-E are categorically eligible for Wisconsin Medicaid. Those children who enter foster care and are not eligible for Title IV-E are screened at their county/tribal social or human services department to determine whether they are Medicaid eligible.

Forward cards

Some children entering foster care may already have a Medicaid Forward card. Since recipients are advised to keep their Forward cards regardless of whether they are currently eligible, providers should verify eligibility every time they are presented with a Forward card.

Green temporary Medicaid cards

A foster care child may have a green temporary Medicaid card instead of a Forward card. In this case, the provider does *not* need to verify the child's eligibility; the temporary card guarantees eligibility for the dates shown on the card. The provider should *make a copy* of a child's temporary card for his or her records, in case it is needed for Good Faith claims processing. Refer to the Claims Submission section of the All-Provider Handbook for more information on Good Faith claims. Providers should *delay submitting claims* for a few days from the date services are provided. This allows time for the child's eligibility to be updated in the Medicaid system.

The Attachment of this *Wisconsin Medicaid and BadgerCare Update* is an example of a temporary card.

Methods of verifying eligibility without a Medicaid identification card

The provider has several ways to verify eligibility without a Medicaid identification card using Wisconsin Medicaid's Eligibility Verification System. Refer to the Provider Resources section of the All-Provider Handbook for detailed information on each eligibility verification method. ✦

Deactivated and defective Medicaid Forward cards

This *Wisconsin Medicaid and BadgerCare Update* clarifies how providers using a magnetic stripe card reader should verify a recipient's eligibility when the recipient has a deactivated or defective Medicaid Forward card.

Deactivated Forward cards

When a Medicaid Forward card is deactivated and the card is swiped through the provider's magnetic stripe card reader, it will display rejection code 79, "ID card inactive." When a Forward card is deactivated, Wisconsin Medicaid sends a new card to the recipient. Any card that has been replaced, for any reason, is a deactivated card. Providers should encourage the recipient to discard the deactivated card and use only his or her new card. If he or she has not already done so, a recipient without a new Forward card should request one from Medicaid Recipient Services by calling (800) 362-3002 or (608) 221-5720.

Defective Forward cards

If a provider swipes a Forward card and the magnetic stripe is defective, the provider should encourage the recipient to call Medicaid Recipient Services and request a new card. The provider should consult with his or her vendor for other messages that may be displayed on the provider's magnetic stripe card readers after a defective card is used.

Verifying Medicaid eligibility for a recipient with a *deactivated* Forward card

If a Forward card has been *deactivated* and the provider does not know the recipient, a second form of identification may be requested.

When a recipient is identified, providers may check a recipient's Medicaid eligibility by manually entering any of the following on the card reader keypad:

- The recipient's ten-digit Medicaid identification number.
- The recipient's name and Social Security number (SSN).
- The recipient's date of birth (DOB) and SSN.
- The recipient's name and DOB.

If a Forward card has been *deactivated* and the provider does not know the recipient, a second form of identification may be requested.

Verifying Medicaid eligibility for a recipient with a *defective* Forward card

If a recipient presents a Forward card with a *defective* magnetic stripe, providers may check the recipient's eligibility by manually entering one of the following on the card reader keypad:

- The Personal Account Number located on the front of the Forward card.
- One of the methods listed in the previous section.

Providers may also verify a recipient's eligibility by calling Provider Services at (800) 947-9627 or (608) 221-9883. ✦

What's new on the Medicaid and BadgerCare Web sites

The Wisconsin Medicaid and BadgerCare Web sites include provider and recipient publications, contacts and statistics, and eligibility and benefit information.

Providers may visit the Medicaid Web site at www.dhfs.state.wi.us/medicaid/. The BadgerCare Web site is located at www.dhfs.state.wi.us/badgercare/.

The following is a list of recently added information:

- May 2002 *Wisconsin Medicaid and BadgerCare Update*.
- Revised Pharmacy Data Tables section of the Pharmacy Handbook.
- Spanish and Hmong translations of the recipient Eligibility and Benefits Handbook.
- Updated inpatient and outpatient hospital Diagnosis Related Groupings (DRG) rates and inpatient hospital DRG weights.

Keep in mind that if you do not have a computer with Internet access, many libraries have access available. ✦

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Although the *Update* refers to Medicaid recipients, all information applies to BadgerCare recipients also.


Wisconsin Medicaid and BadgerCare are administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at www.dhfs.state.wi.us/medicaid/.

ATTACHMENT

Example of green foster care temporary Medicaid card

Front of temporary card

AGENCY		ELIGIBLE FOR DATES		
ID NUMBER	ELIGIBLE RECIPIENT	BIRTHDATE	SEX	OTHER COVERAGE
		----- ----- -----	 	
<p>OUT-OF-STATE NON-EMERGENCY SERVICES REQUIRE PRIOR AUTHORIZATION. YOUR PROVIDER MUST WRITE TO: WISCONSIN MEDICAID OUT-OF-STATE PRIOR AUTHORIZATION STE 88 6406 BRIDGE RD MADISON WI 53784-0088</p>				<p>STATE OF WISCONSIN MEDICAID FOSTER CARE PROGRAM TEMPORARY IDENTIFICATION CARD FXXXXXX</p>

Back of temporary card

**WISCONSIN MEDICAID
 RECIPIENT SERVICES
 PO BOX 6678
 MADISON WI 53716-0678**

NOTICE TO PROVIDERS:

THIS TEMPORARY MEDICAID IDENTIFICATION CARD IS BEING USED WHILE MEDICAID ELIGIBILITY IS PROCESSED FOR THE FOSTER CHILD NAMED ON THE FRONT. THE INFORMATION ON THIS CARD IS MANUALLY COMPLETED BY THE FOSTER CARE AGENCY, AND **THE CARD WILL OFTEN BE PRESENTED BEFORE THE ELIGIBILITY INFORMATION IS TRANSMITTED TO THE MEDICAID FISCAL AGENT.** ELIGIBILITY IS GUARANTEED FOR THE DATES SHOWN ON THE FRONT AND IT IS IMPORTANT TO PROVIDE SERVICES WHEN THIS CARD IS PRESENTED. REFER TO THE ALL-PROVIDER HANDBOOK FOR FURTHER INFORMATION REGARDING THE TEMPORARY IDENTIFICATION CARD. PROVIDERS ARE ENCOURAGED TO KEEP A PHOTOCOPY OF THIS CARD.

NOTICE TO CARDHOLDERS:

THIS IS A TEMPORARY MEDICAID IDENTIFICATION CARD FOR THE CHILD IN YOUR CARE. IT IS VALID FOR THE DATES SHOWN ON THE FRONT. KEEP THIS CARD WITH YOU UNTIL IT EXPIRES OR UNTIL YOU RECEIVE A REPLACEMENT IDENTIFICATION CARD FOR THE CHILD.

FOR QUESTIONS REGARDING:
 MEDICAID ELIGIBILITY, CALL THE CERTIFYING FOSTER CARE AGENCY.
 MEDICAID SERVICES COVERAGE, CALL 1-800-382-3002 (TTY AVAILABLE).