

To:  
All Providers  
HMOs and Other  
Managed Care  
Programs

## HIPAA changes to the Eligibility Verification System response

Effective October 10, 2003, providers accessing the Eligibility Verification System (EVS) through commercial eligibility verification vendors will notice changes to recipient medical status code (Med Stat) information, recipient address, and commercial health insurance policyholder information. These changes will be in compliance with Health Insurance Portability and Accountability Act of 1996 (HIPAA) guidelines.

The changes outlined in this *Wisconsin Medicaid and BadgerCare Update* apply only to providers accessing the EVS through commercial eligibility verification vendors; these changes do not apply to information provided through the Automated Voice Response (AVR) system or Provider Services.

Effective October 10, 2003, providers accessing the Eligibility Verification System (EVS) through commercial eligibility verification vendors will experience changes to the information received from Wisconsin Medicaid, due to changes mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). These changes will result from implementation of the ASC X12 271 Health Care Eligibility Benefit Response (commonly known as the 271) transaction sent to providers

in response to the ASC X12 270 Health Care Eligibility Benefit Inquiry (commonly known as the 270) sent by providers through commercial eligibility verification vendors.

Wisconsin Medicaid does not anticipate any changes to the process for submitting eligibility inquiries (270), but providers should check with their commercial eligibility verification vendors for more information. Refer to the Attachment of this *Wisconsin Medicaid and BadgerCare Update* for a list of commercial eligibility verification vendors.

### Medical status code removal

Currently, the EVS response includes a recipient's medical status code (Med Stat) which gives providers information as to what benefits a recipient is eligible for during a certain time period. Once HIPAA is implemented, the Med Stat code will no longer be allowed to appear on the eligibility response; this change is necessary for Wisconsin Medicaid to comply with HIPAA guidelines. However, Wisconsin Medicaid will return an eligibility description on the 271 that correlates with the Med Stat code; this information will include eligibility descriptions for recipients who have limited coverage under Wisconsin Medicaid, such as special benefit categories (e.g., Qualified Medicare Beneficiary Only,

presumptive eligibility) or SeniorCare. The eligibility description will also provide general program eligibility messages, such as whether a recipient receives benefits through Wisconsin Medicaid or BadgerCare.

### **Recipient address information addition**

Once HIPAA is implemented, the recipient's address information will be provided on the 271.

### **Commercial health insurance information changes**

Currently, the Wisconsin Medicaid eligibility response provides information related to a recipient's commercial health insurance to assist providers in billing. According to the HIPAA guidelines, Wisconsin Medicaid will not be permitted to provide the commercial health insurance policyholder name or Social Security number on the 271. However, Wisconsin Medicaid will continue to provide the

commercial health insurance organization name, address, and telephone number, as well as the policyholder's service coverage information, policy number, and group number. Providers may contact the commercial health insurance carrier for information on submitting claims.

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 and SeniorCare participants 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/](http://www.dhfs.state.wi.us/medicaid/).

# ATTACHMENT

## Commercial eligibility verification vendors

Wisconsin Medicaid has certified several commercial eligibility verification vendors to offer real-time technology to Medicaid-certified providers. Eligibility verification vendors have real-time, up-to-date access to the Medicaid eligibility files to assure that providers have access to the most current eligibility information.

These vendors are responsible for selling the magnetic stripe card readers, personal computer software, Internet services, and other services. These vendors also perform all services relating to ongoing maintenance, operations, and upgrades of their systems. Medicaid-certified providers are responsible for the costs of using these types of eligibility verification methods.

*Note:* Providers are not required to purchase services from a commercial eligibility verification vendor. For more information on other ways to verify recipient eligibility or for questions about the Medicaid Forward card or the SeniorCare card, please contact Provider Services at (800) 947-9627 or (608) 221-9883.

For more information regarding the readers\* or software, contact a vendor from the following list (be sure to call more than one for a variety of price quotations):

### **HDX**

Contact name: Jason Heim  
300 Lindenwood Dr  
Malvern PA 19355  
(610) 219-1385

### **Medifax-EDI<sup>SM</sup>, Inc.**

Contact name: Dan Stone  
PO Box 290037  
Nashville TN 37229-0037  
(800) 846-9035 ext. 2903

### **Passport Health Communications**

Contact Name: Lloyd Baker  
Ste 450  
720 Cool Springs Blvd  
Franklin TN 37067  
(615) 261-2675  
(888) 661-5657 ext 2675

### **United Wisconsin Proservices**

401 W Michigan St  
Milwaukee WI 53203  
(800) 822-8050  
choose option for marketing

### **Web MD/Envoy**

Contact name: John Kost  
8919 Pawnee Ln  
Leawood KS 66206  
(913) 649-3529

### **Wisconsin Health Information Network (WHIN)**

Contact name: Carol Gray Unis  
Unit E  
11217 W Forest Home Ave  
Franklin WI 53132  
(414) 448-1107  
(414) 448-1202 FAX

### **Wisconsin Independent Physicians Group**

(for WIPG member physicians only)  
Ste 300  
6767 W Greenfield Ave  
Milwaukee WI 53214  
(414) 771-6177

\* SeniorCare cards cannot be read by magnetic stripe card readers.