

- MEMORANDUM -

DATE: June 13, 2022
TO: Alameda County Specialty Mental Health Services (SMHS) Fee For Service (FFS) Individual and Organizational Providers
FROM: Juliene Schrick, LCSW, Utilization Management Division Director
SUBJECT: **How to Verify Medi-Cal Eligibility to Ensure Claims Processing**

The purpose of this memorandum is to ensure all FFS Individual and Organizational Providers are aware of the need to check each client's Medi-Cal eligibility at least monthly and that all Providers have access to the information necessary to do so effectively.

Background

There has been an increase in the number of beneficiaries receiving outpatient FFS therapy who have dual insurance coverage of Medi-Cal and an additional commercial insurance plan. Because Medi-Cal is always the payor of last resort, when a client has a commercial insurance plan, Alameda County Behavioral Health Care Services (ACBH) cannot bill Medi-Cal for services rendered. This leads to an increase in disruptions in care and in FFS therapy claims being denied. In an effort to ensure quality care and reduce claim denials, we are sharing the below information on the necessity for Individual and Organizational FFS Providers to check each client's insurance at least monthly and we are including a guide on how to do so.

The Need to Check Insurance Monthly at Minimum

FFS Providers must verify a client's Medi-Cal eligibility at a minimum of once a month via the Medi-Cal eligibility web site. It is best practice to verify Medi-Cal eligibility prior to each session or service provided, especially given the increase in clients who have unexpected changes to their insurance status. Please retain a copy of the eligibility response when checking the website.

How to Check Medi-Cal Eligibility

Please find attached an eligibility training packet that will explain how to log into the state system, how to look-up eligibility, and examples of responses and what they mean. Below you will find a quick guide to logging in and looking clients up.

- **State Medi-Cal Web address:** <https://www.medi-cal.ca.gov>
- **State Eligibility Log-In Page:** <https://www.medi-cal.ca.gov/MCWebPub/Login.aspx>





Instructions:

- From the “Log-In page” Enter your User ID number and Password
 - This information was provided to you when you were onboarded. To request this information, please contact Sarah Maslin @ Sarah.Maslin@acgov.org or Michiko Ronne @ Michiko.Ronne@acgov.org In your email request, please provide your license type (i.e. MFT, LCSW, Psychologist, etc.).

Login to Medi-Cal

User ID

Password

Login

[Services Available](#) [Login Help](#)

- Once logged in, select “Single Subscriber”

Eligibility

Eligibility Benefit Inquiry (270) Eligibility Benefit Response (271) Multiple Subscribers

Single Subscriber Share of Cost (SOC)/Spend Down Clearance

Claims

Appeal Status Inquiry Claim Status Inquiry Claim Status Request (276)

Claim Status Response (277) Medical Services Reservation

Provider Services

Blood Factor Rates Case Status Inquiry Continuing Care Inquiry

Medical Supply Code Inquiry National Drug Code Inquiry Procedure Code Inquiry

- To look up a client’s eligibility, enter the client’s information
 - **Subscriber ID:** SSN OR CIN
 - **Subscriber Birth Date**
 - **Issue Date:** Use the current date
 - **Service Date:** Date services are/were rendered





Single Subscriber

* Indicates required field

Single Subscriber Eligibility

Swipe Card	* Subscriber ID		
<input type="text" value="Swipe Card"/>	<input type="text" value="Subscriber ID"/>		
* Subscriber Birth Date	* Issue Date	* Service Date	
<input type="text" value="mm/dd/yyyy"/> <input type="calendar"/>	<input type="text" value="mm/dd/yyyy"/> <input type="calendar"/>	<input type="text" value="mm/dd/yyyy"/> <input type="calendar"/>	

- Read the entire response provided
 - For more information on how to interpret responses and code resources, please review the full training materials attached

Single Subscriber Response

Eligibility transaction performed by provider: 000000112 on Tuesday, March 29, 2022 at 8:35:25 AM

⚠ Eligibility Message: SUBSCRIBER LAST NAME: ██████████ CNTY CODE: 01; PRMY AID CODE: T2; MEDICAL ELIGIBLE W/ NO SOC/SPEND DOWNL HEALTH PLAN MEMBER: PHP-ANTHEM BLUE CROSS; MEDICAL CALL (800)407-4627.

Name: ██████████	
Subscriber ID: ██████████	Submitted ID: ██████████ Subscriber ID Updated
Service Date: 03/01/2022	Subscriber Birth Date: ██████████
Issue Date: 03/25/2022	Primary Aid Code: T2
First Special Aid Code: ██████████	Second Special Aid Code: ██████████
Third Special Aid Code: ██████████	Subscriber County: 01-Alameda
HIC Number: ██████████	
Trace Number (Eligibility Verification Confirmation [EVC] Number): 4956L336DT	





Please read the important items below:

- Remember to verify client eligibility EVERY month that you provide services in order to ensure eligibility has not changed. The state can update the eligibility at any time so it is not uncommon for coverage to change from one month to the next.
- Be sure to save the eligibility response for each client as a way to prove eligibility for the time of service. Keeping proof of coverage for the time of service is the only way to ensure payment if any changes to eligibility occur after the fact.
- Verification of eligibility is not a guarantee of payment
- Read the entire eligibility response to make sure the client does not have any private insurance or restrictions.
- Do not check client eligibility in “batches”. Only use the “single subscriber” option to verify eligibility.
- For any questions regarding eligibility, you can contact the ACBH Medi-Cal Help Desk at 1-888-346-0605 or send an e-mail to the Help Desk at EligibilityHelpDesk@acgov.org This phone number and e-mail are staffed by Health Insurance Technicians Monday-Friday, 8:30 am – 5:00pm. All inquiries will be answered within one business day.
- For questions regarding further eligibility training, please contact Sarah Maslin @ Sarah.Maslin@acgov.org or call (510)777-2195.

The information in this memo and the eligibility training packet attached to this email will soon be available on the [MHP FFS page](#) of the ACBH Provider Website.

Thank you

