

User's Guide

Michigan Medicaid VRS - MICHILD Eligibility

Version 2.07.00

October 1, 2007

Overview

This transaction allows you to verify a patient's eligibility status for the Michigan MICHILD program using a touch-tone phone. You can choose to listen to a spoken response describing the patient's eligibility and benefits, or you can choose to have a printed response faxed to you.

Date of Service Restrictions

- Up to one year in the past.
- No future date beyond the end of the current month.

Special Considerations

- During peak hours, you are limited to ten transactions per call. Peak hours are from 8:00 am to 11:00 am and 12:00 pm to 2:00 pm Central Time.
- The inquiring provider must have fulfilled all of the payer's NPI registration requirements. For more information on this payer, go to www.michigan.gov/mdch (click on **Providers**, then **NPI**).

Note: HIPAA-exempt providers can continue to use their Michigan provider ID number and provider type.

To Enter Letters

Please Note: The Michigan MICHILD Medicaid VRS is programmed to use the number/letter scheme displayed on the North American Classic keypad, which does not display the letters Q and Z. You must enter letters according to this scheme. Do not enter letter codes according to the North American Extended keypad scheme. See **Keypad Styles**.

To enter a letter, you must enter a two-digit code. The first digit of the code will be the number on the key cap. The second digit of the code will correspond to the position of the letter within those displayed on the key.

For example, to enter the letter **A** you press ***21** because **A** is on the number **2** key and it is the first letter appearing on that key (**ABC**).

Refer to the **Alphabetic Conversion Table** on the next page.

Other Usage Tips

1. You must call from a Touch-Tone phone with Touch-Tone dialing enabled.
2. Once you are familiar with the system, you can key ahead in response to a prompt. You need not wait until the prompt has been completely spoken to press a key or enter your response.
3. You can press ****** in response to a prompt if you want to re-enter your response to that prompt. This feature is useful if you miskey a number or letter in the middle of a response. For example, if you press ****** while keying in your provider ID, the system will expect you to re-enter your entire provider ID.

Keypad Styles

There are two kinds of telephone keypads commonly in use:

The North American Classic Keypad

This keypad omits the **Q** and **Z** from the keypad. The Michigan Medicaid VRS is programmed to interpret letter translations according to this kind of keypad. (see next page)

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PRS	8 TUV	9 WXY
*	0	#

Fig 1 - North American Classic Keypad

Use these key assignments

The North American Extended Keypad

This keypad (Fig 2) displays a Q on key 7 and a Z on key 9. *Do not* key in letter codes based on this keypad's letter/number assignment. Instead, translate as if you had a North American Classic keypad.

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

Fig. 2 - North American Extended Keypad

Do not use these key assignments

Alphabetic Conversion Table

To enter:	Press:
A	21
B	22
C	23
D	31
E	32
F	33
G	41
H	42
I	43
J	51
K	52
L	53
M	61

To enter:	Press:
N	62
O	63
P	71
Q	11
R	72
S	73
T	81
U	82
V	83
W	91
X	92
Y	93
Z	12

Request

Step:	VRS prompt:	Your entry:
1	<i>to place the call:</i>	1.888.696.3510
2	Identify yourself as a touch-tone caller	any key on phone keypad
3	enter your provider ID	provider ID of inquiring provider #
4	enter your provider type code	two-digit Michigan Medicaid provider type code of the inquiring provider # or just # to skip. <i>Required if you entered a payer-assigned provider ID; skip if you entered an NPI.</i>
5	message regarding recent changes to the VRS	The system requires you to listen to this message once. If you have heard the message once, and want to skip it, press 8 #
6	choose transaction type	3 for MICHILD Eligibility

Step:	VRS prompt:	Your entry:
		Note: See also the Michigan Medicaid Current Eligibility and Michigan Medicaid Pending Eligibility VRS user's guides.
7	choose search option	Press: 1 for a Social Security number and date of birth search. <i>Go to step 8.</i> 2 for name and date of birth search or Social Security number and name search. <i>Go to step 12.</i> 3 for a recipient ID (customer information number) search <i>Go to step 19.</i>

Social Security number – date of birth search

8	enter the patient's Social Security number	Social Security number, no dashes #
9	enter the patient's birth date	date of birth, MMDDCCYY #
10	enter the date of service	date of service, MMDDYY #
11	select the response type	Press: # for a spoken response. 1 for a faxed response. <i>Go to Requesting a Faxed Response (page 3) or Spoken Response (page 4).</i>

Name – date of birth search or name – Social Security number search

12	enter the patient's last name	last name <Enter>
13	enter the patient's first name	first name <Enter>
14	choose the next prompt	Press: 1 for date of birth. <i>Go to step 15.</i> 2 for Social Security number. <i>Go to step 16.</i>
15	enter the patient's birth date	date of birth, MMDDCCYY # <i>Go to step 17.</i>
16	enter the patient's Social Security number	Social Security number, no dashes # <i>Go to the next step.</i>

cont.

Step:	VRS prompt:	Your entry:
17	enter the date of service	date of service, MMDDYY #
18	select the response type	Press: # for a spoken response. 1 for a faxed response. <i>Go to Requesting a Faxed Response (page 3) or Spoken Response (page 4).</i>

Recipient ID (Customer Information Number) search

19	enter the patient's recipient ID	customer information number <Enter>
20	select the response type	Press: # for a spoken response. 1 for a faxed response. <i>Go to Requesting a Faxed Response (page 3) or Spoken Response (page 4).</i>

Requesting a Faxed Response

This occurs after you choose to receive a faxed response (Request step 21).

Step:	VRS prompt:	Your entry:
<i>Fax number on file:</i>		
1	choose a fax number to use	Press: # to use the fax number on file. <i>Go to step 4.</i> 1 to enter a different fax number. <i>Go to step 2.</i>

Fax number not on file or new fax number:

2	enter your fax number	your ten-digit fax number, including the area code # <i>Do not include dashes, parentheses, or a any preceding digits.</i>
---	-----------------------	---

cont.

3	save number as your default?	Press: 1 to save the number you just entered as your default number. # if you do not want to save the number.
4	the fax is on the way	hang up. <i>Go to Faxed Response (page 5) for a description of your faxed response.</i>

Spoken Response

The spoken response occurs after you have chosen to receive a spoken response. You can hang up at any point during the spoken response if you have heard the information you need.

Step:	VRS:	Your entry:
1	If the recipient's file is found, the VRS responds with basic eligibility information, such as the begin date of eligibility, county of residence, birth date, medical plan information, and dental plan information. Proceed to step 2. <i>If the recipient is not on file, go to Patient Not On File (page 4.)</i>	
2	Choose an option	Press: 1 to repeat the eligibility information. <i>Return to step 1.</i> 2 to hear additional information. <i>Go to step 3.</i> 3 to return to the search type prompt (Request step 7) to inquire about another recipient.
3	If you chose to hear additional information, the VRS spells out the recipient's last name, first name, and middle initial, speaks recipient's gender, and gives the customer identification number.	

cont.

Step:	VRS:	Your entry:
<i>Final prompt:</i>		
4	Choose an option	Press: 1 to repeat the additional information. <i>Return to step 3.</i> 2 if you want to perform another current eligibility, pending eligibility, or MICHILD eligibility transaction. <i>(step 6 of Request).</i> Otherwise, hang up to conclude your call.

Patient Not On File

Step:	VRS:	Your entry:
1	If the recipient you identified is not in the Michigan MICHILD database, the VRS delivers a message that the recipient is not on file. Proceed to step 2.	
2	Choose an option	Press: 1 to repeat the message. Return to step 1. 2 to return to the search type prompt (Request step 7) to search using another method, or to inquire about another recipient. Otherwise, hang up to conclude your call.

Faxed Response

The following section describes each section of information that can be returned. Individual responses can vary in content.

Status

Closed - The recipient is eligible or is on file. Read the response for clarification.

Retry - The recipient is ineligible or is not on file, or you entered invalid information, or Emdeon did not receive a valid standard response. Read the message in the response for clarification.

Error - A communications-related error or error of greater severity occurred. Read the message in the response for clarification.

Indicators

This information appears on the top of the report. The indicators show the following:

Medicaid – Y indicates that the the patient is eligible for Michigan MICHILD on the requested date of service.

Input and Response Information

The input area shows the data you sent in the request. The response area displays what the payer actually has on file. This arrangement enables you to verify what you entered against what is on file.

An asterisk to the left of an input field indicates that the mirrored response data did not match your input data.

The following response fields are displayed:

Patient's Social Security number (if used in the request).

Patient's date of birth.

Patient's last name.

Patient's first name.

Patient's CIN (customer information number).

MICHILD Information

Basic information about the transaction, such as:

Patient's middle initial

Patient's gender

Patient's date of birth

Eligibility

Beginning date of MICHILD eligibility, or requested date of service, whichever is the latest

County Code and name of the patient's county of residence as of the requested dates of service

Displays **MICHILD Eligible** if the patient is eligible for the period identified by the beginning and end dates in this section

Name of patient's medical plan

Medical plan's telephone number

Name of patient's dental plan

Dental plan's telephone number

Error Messages

Transaction-related error messages begin with CL, HT, or RH, followed by a number and a line or so of text. Most messages are self-explanatory. The following message relates to the recipient's eligibility:

HT0615 – Patient Not Eligible: The patient is not eligible for Michigan MICHILD on the dates of service that you entered.

For a comprehensive description of all error messages, see the document **Dictionary of Transaction Error Messages**, available from http://www.emdeon.com/support/document_library.php.

Michigan Provider Inquiry Line

1.800.292.2550