

User's Guide

Michigan Medicaid VRS – Pending Eligibility

Version 2.07.00

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Overview

This transaction allows you to check the status of a patient's application for Michigan Medicaid using a touch-tone phone.

You can choose to listen to a spoken response, or you can choose to have a printed response faxed to you.

Date of Service Restrictions

All pending eligibility inquiries are for the current date.

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.
- In order for you to use your National Provider Identifier (NPI), the payer must be ready to accept NPI. Consult our payer lists at www.emdeon.com/PayerLists/payerlists.php for this payer's NPI-readiness status. Additionally, the payer's NPI registration requirements must be fulfilled.
- HIPAA exempt providers can continue to use their MI Provider ID# and Provider Type.

To Enter Letters

Please Note: The Michigan Medicaid Pending Eligibility 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.

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 either your seven digit Michigan Medicaid or ten digit provider ID number	provider ID of inquiring provider # <i>If 10 byte NPI entered, go to step 5.</i>
4	enter your provider type code	two-digit Michigan Medicaid provider type code of the inquiring provider #
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	2 for Pending Eligibility Note: See also the Michigan Medicaid Current Eligibility and Michigan MICHILD Eligibility VRS user's guides.
7	choose search option	Press: 1 for a recipient ID search. <i>Go to step 8.</i> 2 for a Social Security number and date of birth search. <i>Go to step 10.</i> 3 for name and date of birth search or Social Security number and name search. <i>Go to step 13.</i>

Recipient ID search

8	enter the recipient ID	recipient ID #
9	select the response type	Press: # for a spoken response. 1 for a faxed response. <i>Go to Spoken Response (page 4) or Requesting a Faxed Response (page 3).</i>

cont.

Step:	VRS prompt:	Your entry:
<i>Social Security number – date of birth search</i>		
10	enter the patient's Social Security number	Social Security number, no dashes #
11	enter the patient's birth date	date of birth, MMDDCCYY #
12	select the response type	Press: # for a spoken response. 1 for a faxed response. <i>Go to Spoken Response (page 4) or Requesting a Faxed Response (page 3).</i>
<i>Name – date of birth search or name – Social Security number search</i>		
13	enter the patient's last name	last name <Enter>
14	enter the patient's first name	first name <Enter>
15	choose the next prompt	Press: 1 for date of birth. <i>Go to step 16.</i> 2 for Social Security number. <i>Go to step 17.</i>
16	enter the patient's birth date	date of birth, MMDDCCYY # <i>Go to step 18.</i>
17	enter the patient's Social Security number	Social Security number, no dashes # <i>Go to the next step.</i>
18	select the response type	Press: # for a spoken response. 1 for a faxed response. <i>Go to Spoken Response (page 4) or Requesting a Faxed Response (page 3).</i>

Requesting a Faxed Response

This occurs after you choose to receive a faxed response.

Step:	VRS prompt:	Your entry:
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Fax number on file:

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>
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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>
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 that the patient's eligibility is pending and gives the patient's county of residence and worker load number. Proceed to step 2. If the recipient is not on file, go to Patient Not On File on page 4.	
2	Choose an option	Press: 1 to repeat the pending eligibility information. <i>Return to step 1.</i> 2 to continue. <i>Go to step 3.</i>

Final prompt:

3	Choose an option	Press: 1 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.
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Patient Not On File

Step:	VRS:	Your entry:
1	If the patient you identified is not in the Michigan Medicaid database, the VRS delivers a message that the patient is not on file. Proceed to step 2.	
2	Choose an option	Press: 1 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.

Faxed Response

The following section describes each section of information that your payer can return. Individual responses can vary in content.

Status

Closed - The recipient has pending eligibility or is not on file. Read the response for clarification.

Retry - The recipient does not have pending eligibility 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 recipient has pending eligibility information on file.

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 field is displayed:

Patient's Michigan recipient ID.

Pending Eligibility

County in which the recipient has registered for Medicaid.

Recipient's caseload number:

Digits 1 and 2 = District

Digits 3 and 4 = Section

Digits 5 and 6 = Unit

Digits 7 and 8 = Worker

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 messages relate to the recipient's pending eligibility:

HT0502 – Invalid/Missing Provider ID. Go to www.michigan.gov/mdch (click on "Providers", then "NPI") for more information.

The provider ID that was sent with the transaction was a 7 byte Legacy Provider ID and you must use your National Provider Identifier (NPI) with Michigan Medicaid. If you have not registered your NPI with Michigan Medicaid, go to www.michigan.gov/mdch (click on **Providers**, then **NPI**) for more information.

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

Michigan Provider Inquiry Line

1.800.292.2550