



Your Texas Benefits

MEDICAID CARD

Information for Medicaid Providers

Overview

The Texas Health and Human Services Commission is introducing a new system that uses digital technology to streamline the process of verifying a person's Medicaid eligibility and accessing their Medicaid health history. The two main elements of the system are:

- The Your Texas Benefits Medicaid card, which replaces the Medicaid ID letter (Form 3087) clients have been getting in the mail every month.
- An online website where Medicaid providers can get up-to-date information on a patient's eligibility and history of services and treatments paid by Medicaid.

About the Your Texas Benefits Medicaid Card

What information is on the card?

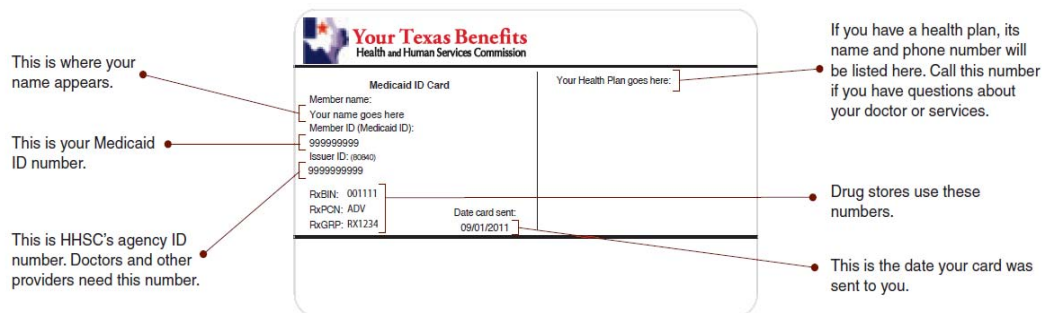
The design of the new card conforms to the standards of the Workgroup for Electronic Data Interchange (WEDI). It is designed to show the same type of information shown on private health insurance cards.

The **front of the card** has:

- Client name and Medicaid ID number. (i.e. patient control number – PCN).
- Managed care program name, if applicable (STAR, STAR Health, STAR+PLUS).
- Date the card was issued.
- Billing information for pharmacies.
- Health plan names and plan phone numbers.
- Pharmacy and physician information for those in the Medicaid Limited program.

The **back of the card** has:

- A statewide toll-free number that clients can call if they need help or have questions about using the card.
- A website (www.YourTexasBenefits.com) where clients can get more information about the Medicaid card and access their personal Medicaid health history. The website will be fully functional in a later phase of the project.



For more information visit:

www.YourTexasBenefitsCard.com



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Automation Options

While there will be multiple options for providers to access Texas Medicaid client and health information with this new Medicaid ID card, no card reader is required to access the Your Texas Benefits card provider portal.

Option 1: Manual input

The client's Medicaid ID number (patient control number—PCN) will be printed on the face of the card. It can be manually typed into the portal to access eligibility and health information.

Option 2: Basic magnetic stripe card reader

A magstripe card reader can be used to read the Medicaid ID number from the magstripe and automatically enter it into the portal. If a provider has an existing magstripe card reader, most likely it can be used to read the card. The Medicaid contractor, HP, is offering a basic USB-based card reader device that can be easily installed and used by providers. Providers also can buy similar card readers online and from other retailers. Providers will be responsible for the costs of the optional card readers.



Option 3: Integrated point-of-sale (POS) devices

HP has subcontracted with Emdeon to offer a third-party solution for an integrated POS device that can process multiple payers and commercial financial transactions. This is a commercial solution that does not use the Your Texas Benefits card provider portal, but will have electronic access to some limited Medicaid eligibility and health information. Pricing from Emdeon varies based upon selected services.

If a provider has an existing compatible POS device, then that device's software could be updated to read the Medicaid ID number from the card, submit an eligibility verification transaction through their third-party processor, and/or retrieve high-level Medicaid health information. Specifications for POS access of provider portal functionality will be published on the YourTexasBenefitsCard.com website. Providers will be responsible for the costs associated with a POS device and/or the reprogramming of existing POS devices.



Option 4: Electronic transactions

Provider systems can use an electronic data interface (EDI) to request Medicaid eligibility and health data and then represent or store that information within their own systems. The specifications for the EDI transactions will be published for provider system vendors to use to make updates to their systems. Visit YourTexasBenefitsCard.com for more information.

Cost to providers for automation options: *Access to the provider portal is available at no cost.* Any costs for optional hardware or software are the responsibility of the providers. Specific costs will vary based upon the device purchased, the associated services, and the specific seller. Starting in June, providers can call the Medicaid ID card provider help desk at 1-855-827-3747 for more information about optional automation devices that are available from HP and Emdeon.

No card reader is required for accessing information on the Your Texas Benefits Medicaid card since the member's Medicaid ID number (PCN) is printed on the front of the card and can be entered manually.



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Frequently Asked Questions

Does having a card mean the client is eligible for Medicaid?

- No. Just because a patient has a Your Texas Benefits Medicaid card, it does not necessarily mean he or she has Medicaid coverage. You must still verify eligibility.
- Patients will be instructed to keep their Your Texas Benefits Medicaid card even if their Medicaid coverage expires. The card can be reused if the patient later regains Medicaid coverage.

What if the client doesn't bring the card to my office?

If a member loses the Your Texas Benefits Medicaid card and needs quick proof of eligibility, HHSC staff can still generate a Temporary Medicaid Eligibility Verification Form (Form 1027-A). Members must apply for the temporary form in person at an HHSC benefits office. To find the nearest office they can call 2-1-1 (pick a language and then pick option 2).

How am I supposed to use the Your Texas Benefits?

- Use the new Your Texas Benefits Medicaid card to verify a patient's Medicaid eligibility just like you did with the paper Medicaid ID (Form 3087).
- The card's magnetic stripe has the client's Medicaid ID number (PCN) and it can be read by most swipe-style card readers. The Your Texas Benefits Medicaid card is designed to work with standard magnetic card readers that are available at many electronics retailers or online. These readers interface with your computer through a standard USB connection.
- A company called Emdeon is offering Medicaid providers an enhanced point-of-sale device that processes Medicaid eligibility verifications as well as credit card transactions. As with more standard card reading options, Medicaid providers that choose this device are responsible for the cost. For more information, visit www.emdeon.com/pos/. Click on "Contact Us."

What if I don't have a swipe-style card reader?

You don't have to buy a card reader to verify patient eligibility. Medicaid providers can continue to verify eligibility by using a patient's Medicaid ID number (PCN), which will be printed on the card. Then you can:

- Use the secure website— YourTexasBenefitsCard.com (available in June)
- Call the TMHP Contact Center at 1-800-925-9126
- Visit TexMedConnect on the TMHP website

What if I have questions about the card, card reader, or the provider website?

After June 1 you can call this number: **1-855-827-3747**.

For more information visit:
www.YourTexasBenefitsCard.com



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Frequently Asked Questions

What will I be able to do with the new provider website?

- The new website lays the foundation for the emerging electronic health network. For now, the Your Texas Benefits card and provider website will combine to give providers another way to verify the client's Medicaid coverage.
- In the future, providers will be able to use the website to instantly access their Medicaid patient's Medicaid-related:
 - Claims and encounter data
 - Prescription drug history
 - Lab results
 - Immunization Information
- The website will give providers a way to capture information showing the time and date their Medicaid patient receives treatment as well as the type of treatment the patient receives.
- You can use as much or as little of the provider website's features as you want to. The existing systems for doing business such as checking a patient's Medicaid eligibility and prescribing medication for Medicaid patients will not change.

When will I be able to use the provider website?

- Beginning in June 2011 providers will be able to verify a patient's eligibility using the website.
- Providers will be able to check patient Medicaid health history information through the website in the fall of 2011.
- We will post updates about the provider website on the HHSC and TMHP websites.

Is e-prescribing available on the provider website?

Not yet—but it will be at a later date. E-prescribing will streamline the prescribing and prescription delivery process. This feature will allow doctors to instantly see if a drug they want to prescribe is covered by Medicaid and what negative interactions the drug is likely to have with other drugs before submitting an electronic prescription to the pharmacy. This will reduce the number of calls from pharmacists proposing alternative drugs and save time for the provider, the pharmacist, and the patient.

For more information visit:
www.YourTexasBenefitsCard.com



Your Texas Benefits

Health and Human Services Commission

Medicaid ID Card

Member name:

Member ID (Medicaid ID):

Issuer ID: (80840)

RxBIN:

RxPCN:

RxGRP:

This card welcome here!

¡Aceptamos esta tarjeta aquí!

Questions? / ¿Preguntas?

1-800-252-8263

www.YourTexasBenefits.com

Please put this poster in a place that is visible to your patients.