



PROVIDER ALERT

ELIGIBILITY VERIFICATION SYSTEM (EVS)

AUGUST 15, 2011

Before providing services, you should request the recipient's Medical Care Program identification card. If the recipient does not have the card, you should request a Social Security Number, which may be used to verify eligibility. EVS is a telephone-inquiry system that enables health care providers to quickly and efficiently verify a Medicaid recipient's current eligibility status. It will tell you if the recipient is enrolled with a Managed Care Organization (MCO) or if they have third party insurance.

EVS also allows a provider to verify past dates of eligibility for services rendered up to one year ago. Also, if the Medical Assistance identification number is not available, you may search current eligibility and optionally past eligibility up to one year by using a recipient's Social Security Number and name code. EVS is an invaluable tool to Medical Assistance providers for ensuring accurate and timely eligibility information for claim submissions. If you need additional information, please call the Provider Relations Unit at 410-767-5503 or 1-800-445-1159.

HOW TO USE EVS:

STEP 1: Call the EVS access telephone number by dialing the number for your area. EVS Telephone Number: **1-866-710-1447**

EVS answers with the following prompt: **“Medicaid Eligibility Verification System. Attention: For past eligibility status checks, you must enter month, date and 4-position year. To end, press the pound (#) key. Please enter provider number.”**

STEP 2: Enter your 9-digit provider number and press pound (#).

EXAMPLE: 0 1 2 3 4 5 6 7 8 #

STEP 3: For Current Eligibility: Enter the 11-digit recipient number and the 2-digit name code (the first two letters of the last name converted into numeric touchtone numbers) and press pound (#).

EXAMPLE: For recipient Mary Stern, you would enter:

1 1 2 2 3 3 4 4 5 5 6 _____ 78# _____

Recipient Number Last Name Code*

**Last Name Code – where 7 is for the S in Stern and 8 is for the T in Stern
- 5 -*

NOTE: Since the characters Q and Z are not available on all touchtone phones, enter the digit 7 for the letter Q and digit 9 for the letter Z.

For Past Eligibility: Enter a date of up to one-year prior using format MMDDYYYY.

EXAMPLE: For recipient Mary Stern, where the date of service was January 1, 2005, you would enter:

1 1 2 2 3 3 4 4 5 5 6 _____ 78 _____ 0 1 0 1 2 0
0 5 #

Recipient Number Last Name Code Service Date

NOTE: Use a zero for space if recipient has only one letter in the last name.

Example: Malcolm X; Name Code X0

If the Recipient Number is Not Available: Press zero, pound, pound (0##) at the recipient number prompt and the system prompts you for a Social Security search.

EVS will then prompt you with the following: **“Enter Social Security Number and Name Code.”** Enter the recipient’s 9-digit Social Security Number and 2-digit name code.

EXAMPLE:

1 1 1 2 2 3 3 3 3 _____ 78# _____

Social Security Number Last Name Code

NOTE: Social Security Numbers are not on file for all recipients. Eligibility cannot be verified until the Medical Assistance number is obtained. If you have entered a valid Social Security Number and the recipient is currently eligible for Medical Assistance, EVS will provide you with a valid recipient number, which you should record with the current eligibility status.

STEP 4: Enter another recipient number or immediately press the pound button **twice** (##) to end the call.

WebEVS

For providers enrolled in eMedicaid, WebEVS, a new web-based eligibility application is now available at <http://www.emdhealthchoice.org>. Providers must be enrolled in eMedicaid in order to access Web-EVS. To enroll, go to the URL above and select 'Services for Medical Care Providers' and follow the login instructions. If you need information, please visit the website or for provider application support call 410-767-5340.