

B. ELIGIBILITY VERIFICATION

When a child presents with a specific MCO card, use the instructions on that card for eligibility verification or consult the MCO Provider Manual. If the MCO says the child is not eligible, check the EVS, because the child may be eligible for services in the Fee-for-Service (FFS) system. EVS is a system available to providers to allow verification of Maryland Medicaid recipient's eligibility status.

EVS/Interactive Voice Response (EVS/IVR)

EVS/IVR is a telephone-inquiry system that is available 24 hours a day, 7 days a week. The system verifies whether a patient is enrolled in one of the State Medical Care Programs on the day you call. EVS can verify past dates of eligibility for services rendered up to 1 year ago. EVS provides the eligibility category of the recipient and, if he/she is enrolled in a MCO, it gives the name and phone number of the recipient's MCO and the option to transfer the call. The message does not state the primary care provider (PCP). This information is available from the respective MCO.

In order to use the EVS, the practice must have:

- A touch tone phone
- Provider's MA number or NPI number,
- Recipient's MA number and Name Code or Social Security Number (SSN) and Name Code
- The EVS telephone number: **1-866-710-1447**.

For current eligibility, enter the 9-digit provider number and press the pound (#) button. If the EVS replies without an error, enter the recipient's 11-digit number and the 2-digit name code. The name code is the first two characters of the recipient's last name converted into numeric touch-tone numbers. Press the pound (#) button once and carefully listen to the entire message. Enter another number immediately after the EVS message to determine the MA eligibility of another recipient, or press # to end the call.

For past eligibility up to one year after the service was rendered, enter the date of service after the recipient MA number, last name code, and press the pound (#) button. The date of service must contain six (6) digits; for example, 1/1/15 would be 010115 #. EVS will respond with eligibility information for the Date of Service requested or an error message if incorrect information has been entered. If you enter the date incorrectly, EVS re-prompts you to reenter only the date.

If only the Social Security number is available, at the recipient number cue press "0" and press the pound (#) button. The EVS will reply, "Enter Social Security Number and Name Code." By using a recipient SSN and Name Code, you may search current eligibility or optionally search past eligibility up to 1 year. To search past eligibility,

Section 6

Billing and Encounter Data Reporting

follow the Name Code data entry with the Date of Service. If you have entered a valid SSN, which is on file, and the recipient is currently eligible for Medical Assistance, EVS will provide you with a current eligibility status and the valid Recipient MA Number. You should record the Recipient Number that the system provides. If the SSN is not on file, recipient eligibility cannot be verified until the MA number is obtained.

The message for individuals not enrolled in a MCO is “State or federally eligible,” or it will list the specific program, such as Family Planning.

Most Common Eligibility Status Messages:

- Eligible for date of service;
- Not eligible for date of service;
- Recipient has other health insurance. Policy number(s): Phone number: The insurance company listed should be billed prior to State Medicaid. For further information, call 410-767-1773.
- Recipient is in HealthChoice. MCO name: MCO phone number:
- Recipient is in the Rare and Expensive Case Management Program (REM). All services for REM are reimbursed on a FFS basis. Contact the REM program at 1-800-565-8190.
- Medicare is primary payer. Providers may not balance bill recipients.
- Valid card number: <Card #>. A duplicate MA card has been issued and the previous card is no longer valid.

For further assistance, call **Provider Relations Division** at **410-767-5503** or **1-800-445-1159**.

Web-based EVS

For providers enrolled in *eMedicaid*, *WebEVS*, a web-based eligibility application, is now available at <https://encrypt.emdhealthchoice.org/emedicaid/>. The provider must be enrolled in *eMedicaid* in order to access the web EVS system.

Authorized Users can:

- Verify recipient eligibility;
- Check if the recipient is enrolled at MCO or has other third party insurance;
- Verify current date of service and past eligibility up to 1 year;
- View archived Remittance Advice for up to two years;
- Access Remittance Advice on Monday of each week.

Section 6

Billing and Encounter Data Reporting

For additional information view the [eMedicaid](#) website, or contact **410-767-5340** for provider application support.