

**Welcome to the World
of Making Money**

Produced by the Alabama Department of Public Health
Video Communications and Distance Learning Division

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What Are We Aiming For?

- Educate you on the importance of EOPs
- Teach you the importance of working denials
- Educate you on developing follow-up systems that work
- Educate you on the need for consistency when working EOPs

One Important Thing?

- **Eligibility: Is patient eligible for services?**
- **Plan 1st**
 - Complete lavender application or complete online
- **Mom with children**
 - Blue application

One Important Thing?

- **Third party insurance (private insurance)**

Eligibility – Which One?

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A M R F S * NAME INQUIRY          DATE: 04/06/2012
NAME                               CURRENT MED#    ELIG ST A ACTIVE
ADR1                                ORIGINAL MED# ***** CERT AG S SSI
ADR2                                PAYEC NUMBER    AID CAT 4 CD
CITY                                 SSN/VERIF CD ***** PREV SSN *****
STATE AL ZIP                        S S CLAIM # ***** STATE DAT/PRI 45
RACE UNKNOWN SEX FEMALE           HCARE CLAIM# ***** * EXP AID AC
DOB )                                DO LOCATION    C1Y/ID    C1Y/VER
VERIFIED DOB                        SSN LOCATION    CHIP     DEP     TOR
DO NOT UPDATE DC TRK              UPDATED 04/05/2012 ELIGIBILITY NO-MONEY
DO NOT TRANSFER LOCKIN N          STAT-CHG 10/01/1002 JFAMWJ3050ND JFAMWJ3050ND
1/A IND SEND MED CARD             CERT-UP 03/24/2012 2012 XXXX
M C PWV                             SIS           TRANSFR    2011 XXXXXXXXXXXX
REG 01/2011 END 02/2012 LAST PGM    2010 XXXXXXXXXXXX
SSI REG DT                          PC IND X LTC PRV  GCI N  REDETRM CD/DT
MSP IND Q                            LTC BEG        C/G        UNEARNED .00
BUYIN STATUS 2 BC IND LTC END      LIV ARG STATE SUPPL .00
PART A PART B A PCCM PCCM DT       LTC TYP SSI PAYMENT .00
DIS SVR                             ALT ADDR IND ALT PHONE SSI PAYMENT .00
SP OIL IND/DT AD 04/21/2010 P-ALERT/CODE LAST LIB.
REV SBR RV                          ALERT/CODE SSI RV
LAST PAGE: ENTER PAGING COMMAND/TRAN CODE.
Ta SSI R 1 C 2
    
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Eligibility – MSIQ?

Use Medicaid Number with MSIQ1 (MSIQ1, MEDICAID) Use SSN with MSIQ3 (MSIQ3, SSN)

MSIQ1, A M A E S - MEDICAID NO. INV. DATE: 01/04/2007

(1) NAME	(30) CURRENT MED S#	(52) ELIG ST
(2) ADR1	(31) ORIGINAL MED SSN or Pseudo #	(53) CRTI AG
(3) ADR2	(32) PAYEE NUMBER S#	(54) AID CAT
(4) CITY	(33) SOG SEC NUM	(55) PREY SSN
(5) STATE (6) ZIP	(34) SS CLAM #	(57) STATE CAT/PRI
(7) RACE (8) SEX	(35) MGRS CLAM#	(58) EXP AID (59) AG
(9) DOB (10) DOD	(36) DOI LOCATION	(60) LIV ARG
(11) DO NOT UPDATE (12) DC TRK	(37) SBR LOCATION	(61) CHIP (62) DEP (63) TOA
(13) DO NOT TRANSFER (14) LOCK	(38) UPDATED	(64) ELIGIBILITY (65) NO MONEY
(15) IA IND (16) SEND MED CARD	(39) STAT-GRD	JFMAMJASOND JFMAMJASOND
(17) PC IND CT RET RSN	(40) CERT-APP	XXXX
DT	(41) TRANSFR	2006
(18) SBI BEG DT	(42) LAST PGM	2006
(19) QMS IND (20) SLMB IND	(43) LTC PRV	(51) POL (60) REDETRM GD/DT
(21) ALYN STATUS (22) BC IND	(44) LTC BEG	(50) CIG (57) UNEARNED
(23) PART A PART B	(45) LTC END	(60) CIT/ID (68) STATE SUPPL
(24) DISASTER SUR/ST PCCM	PCCM DT	(69) SBI PAYMENT
(25) M.C. PRV STS	(66) ALT ADDR IND/ALT PHONE	(70) SSA PAYMENT
(26) BRG END	(48) P-ALERT/COOE	(71) LAST LIAIR
(27) REV (28) SBR RV	(29) ALERT/COOE	(49) SSI RV

(73) E-N (74) XMBR T (75) HST T (76) SBT T (77) SBT T (78) SBT T (79) SBT T (80) SBT T (81) SBT T (82) SBT T (83) SBT T (84) SBT T (85) SBT T (86) SBT T (87) SBT T (88) SBT T (89) SBT T (90) SBT T (91) SBT T (92) SBT T (93) SBT T (94) SBT T (95) SBT T (96) SBT T (97) SBT T (98) SBT T (99) SBT T (100) SBT T

(*) NOTE: ORIGINAL MEDICAID NO. 0000000000 HAS BEEN CHANGED TO 0000000000.

Eligibility – MSIQ?

Field	Explanation
1. Name	First Name, Middle Initial and Last Name of the Claimant using alpha characters. Only one space between names.
2. First Line of Address	For HOHMA, MLIP, or P- cases, payee name or claimant's name is on this line. If a child, the payee's name will be on the first address line. Do not use %, / or other symbols. District Office cases may have the nursing home name on this line.
3. Second Line of Address	May be blank. If Apartment or Lot # on Line 1, place street address or P. O. Box address here.
4. City	City of residence for the claimant. Cities with two names will have space between words names. Alpha characters only.
5. State	Official Postal Service 2 letter abbreviation. Numeric characters only.
6. Zip	9 Digit Zip Code. Last 4 positions may be zeros. Numeric characters only.
7. Race	B Blank W White A Asian H Hispanic I American Indian (Native American), Native Alaskan P Native Hawaiian, Pacific Islander O Other U Not Known
8. Sex	F = Female M = Male U = Unknown
9. Date of Birth	MM/DD/CCYY
10. Date of Death	MM/DD/CCYY
11. Do Not Update Indicator	Used with DC Tracking codes to restrict updating.

Eligibility – Web Portal

The screenshot shows the 'Eligibility Verification' screen in the Medicaid web portal. The 'Recipient Information' section includes:

- Recipient ID: 5000
- SSN: [Redacted]
- Last Name: [Redacted]
- First Name: [Redacted]
- Birth Date: 02/27/1982
- Transaction Date: 10/29/2012
- Transaction Time: 17:58:24
- Eligibility Indicator: Active
- Authorization Code: [Redacted]

The 'Coverage Type' section shows:

- County Code: 05
- County Name: Montgomery
- Medicaid Code: 00
- Medicaid Coverage: Full Medicaid Coverage
- Effective Date: 02/27/2012
- End Date: 02/27/2012

Instructions for Web Portal

- Instructions on how to access Web Portal are located in the Document Library – Revenue Recovery Category

Eligibility – Web Portal?

The screenshot shows the Medicaid web portal homepage. A red circle highlights the 'Secure Web Portal - Logon' button, which is located in the bottom right area of the page.

Document Library

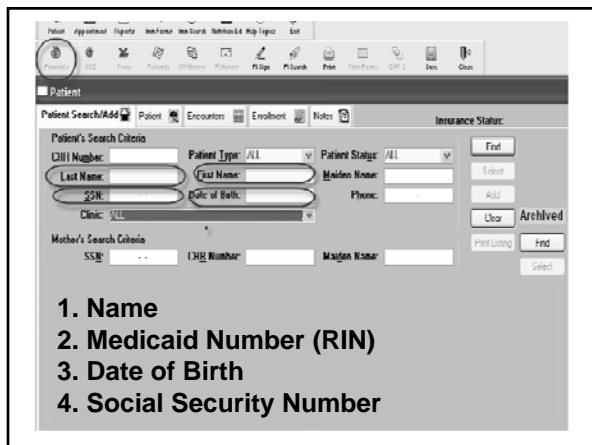
Revenue Recovery		
3270/MSIQ-Sample Screens	04/09/2012	Examples of MSIQ/3270 Screens: MSIQ1, MSIQE, MSIQ9, and MSEV
3270/MSIQ Aid Codes, DC Tracking Codes, and County Codes	04/09/2012	MSIQ/3270 List of Aid Codes, List of DC Tracking Codes, List of County Codes
3270/MSIQ Field Descriptions	04/09/2012	Field Descriptions for MSIQ/3270
3270/MSIQ User ID, Password, Log On, Log Off Instructions	04/06/2012	Instructions for how to access 3270/MSIQ
Web Portal Handouts/Instructions	04/06/2012	Instructions for how to access Web Portal, how to read the screens, how to research claims

Transcribing, Transcribing, Transcribing

- Patient name
 - Medicaid: Crystal Aaron
 - PHALCON: Krystal Aaron
- Date of Birth:
 - 04/27/1984
 - 04/17/1985

Transcribing, Transcribing, Transcribing

- Social Security Number
 - 123-45-6789
 - 123-55-6789
- Recipient ID#:
 - 50000000000012
 - 50000000000002



The screenshot shows a software interface for patient search. The 'Patient's Search Criteria' section has several fields: 'CIBI Number', 'Patient Type' (set to 'All'), 'Patient Status' (set to 'All'), 'Last Name', 'First Name', 'Maiden Name', 'SSN', 'Date of Birth', and 'Clinic'. The 'Mother's Search Criteria' section includes 'SSN', 'DOB Number', and 'Maiden Name'. The 'Last Name', 'First Name', and 'SSN' fields in the patient search criteria are circled in red. Below the screenshot is a numbered list:

1. Name
2. Medicaid Number (RIN)
3. Date of Birth
4. Social Security Number

**You Get Out of It
What You Put into It**