Medicaid Eligibility Verification Guide for Internet Access

State of Nebraska
Health and Human Services System
Medicaid Program

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Medicaid Eligibility Verification System

This Medicaid Eligibility Verification Guide has been developed as a reference for Medicaid providers and their billing staff who have been authorized by the Nebraska Medicaid program to access the Medicaid Eligibility Verification System Application.

Specific instructions for logon to the NE CICS are part of the authorization process by the Nebraska EDI Help Desk. You can contact the Help Desk by calling 1-866-498-4357, 471-9461, or DHHS.MedicaidEDI@Nebraska.gov

Accessing the Medicaid Eligibility Verification System via the Internet

2. Enter your User Name and Password
3. Click on the OK button. The Nebraska Medicaid Eligibility Verification Screen displays.

Creating a Shortcut to Web on your Desktop

1. From the Menu Bar, click on the File Button.
Scroll down and select ‘Send’ → ‘Shortcut to Desktop’, a shortcut to the Web link displays on the desktop.
Medicaid Eligibility Verification Screens

The two screens used for eligibility verification are:

1. Medicaid – Eligibility Search Screen
2. Medicaid – Eligibility Verification Result Screen

Authorized providers will be able to access recipient eligibility for a maximum of five years prior to the current date. If a recipient is eligible for the requested month and year of service, information provided will be:

- Verification of current eligibility (expressed as a whole month unless eligibility ends or begins during the month) and pending eligibility for the current month. The next month can be accessed during the last two working days of the current month.
- Nebraska Medicaid Managed Care program participation.
- Co-payment status.
- Private insurance, casualty coverage, and/or Medicare coverage.
- Lock-in status.
- Date of birth and gender.
Medicaid Eligibility Search Screen

Eligibility Search Screen Criteria

From the Eligibility Search Screen, the following priorities of search options that can be accessed from the Eligibility Search screen are:

- Recipient Number search option
- Recipient Social Security number
- Recipient last name and first name.

1. When using the Recipient Number search option the following fields are **required**:

   - **NPI or Atypical Provider Number**
     Use your National Provider Identifier (NPI), or the active 11-digit Atypical Provider Number.

   - **Recipient Number**
     The recipient’s 11-digit Medicaid Identification Number.

   - **Eligibility Date**
     The 6-digit month and year. Inquiries can be made for up to five years prior. i.e. March 2014 = 032014
2. When using the Recipient Social Security Number option the following fields are **required**:

- **NPI or Atypical Provider Number**
  Use your National Provider Identifier (NPI), or the active 11-digit Atypical Provider Number.

- **Recipient Social Security Number**
  The recipient’s Social Security Number.

- **Eligibility Date**
  The 6-digit month and year. Inquiries can be made for current month only.

3. When using the Recipient last name and first name the following fields are **required**.

- **NPI or Atypical Provider Number**
  Use your National Provider Identifier (NPI), or the active 11-digit Atypical Provider Number.

- **Eligibility Date**
  The 6-digit month and year. Inquiries can be made for current month only.

- **Recipient Last Name**
  Enter the Recipient last name. If the person has a suffix it must be entered as part of the last name with a space between the last name and suffix (i.e. Smith II).

- **Recipient First Name**
  Enter the Recipient first name. If applicable, enter ‘Unborn’.

To narrow down the search, enter the additional following fields:

- **Gender**
  Enter M, F or U (Unborn).

- **Date Of Birth**
  Enter the month, day, and year (MM/DD/CCYY).

- **Middle Initial**
  Enter the recipient’s middle initial, if known. The middle initial may be needed if two persons with the same first and last name are eligible. If a specific person is not found, no name will display.

**Note:**
For the quickest eligibility search, enter the required fields of the recipient number search option. If the recipient has a share of cost obligation that has not been met, a message ‘The recipient is not eligible because the share of cost has not been met’ appears.
Eligibility Search Screen

Redefine Search

To redefine your search, click on the PF3 Button to return to the ELIGIBILITY STATUS – SEARCH SCREEN

### ELIGIBILITY VERIFICATION – SEARCH SCREEN FUNCTION KEYS

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter Button</td>
<td>Process/Find Search, click on the Enter Button</td>
</tr>
<tr>
<td>PF1 Button</td>
<td>Help Access the on-line help screen, click on the Help Button. Help information will display.</td>
</tr>
<tr>
<td>PF3 Button</td>
<td>End Close out of the MMIS Application (Transaction RFS6) and end Internet access, click on the PF3 Button.</td>
</tr>
<tr>
<td>PF12 Button</td>
<td>Clear Screen entries, click on the FF12 Button.</td>
</tr>
<tr>
<td>PF24 Button</td>
<td>Exit Close out of the MMIS Application (Transaction RFS6) and end Internet access, click on the PF24 Button.</td>
</tr>
</tbody>
</table>

### Medicaid Eligibility Search Results

All Individual information that met the search criteria is listed for the requested month and year of service. Information that is provided is as follows:

- Verification of current eligibility (expressed as a whole month unless eligibility ends or begins during the month) and pending eligibility for the current month.
- Nebraska Medicaid Managed Care program participation.
- Co-payment status.
- Private insurance, casualty coverage, and/or Medicare coverage.
  - (To view all coverages you may have to page forward with PF8)
- Restricted status.
- Date of birth and gender.
## Eligibility Search Results Screen

**Enter Button**
Process/Find
Search for Detail information, click on the enter Button.

**PF1 Button**
Help
Access the on-line help screen, click on the Help Button. Help information will display.

**PF3 Button**
Search
Return to Eligibility Status - Search screen to conduct another search. The information you previously entered will be retained. If you wish to conduct another search, key over the previous search criteria and click on the PF3 Button.

**PF6 Button**
Print Screen/Printer Address
Allows the user to print the eligibility screen if your computer is directed to a printer, otherwise use print screen.

**PF7 Button**
Back
Used to page backward through multiple coverage results when additional data is available.

**PF8 Button**
Forward
Used to page forward through multiple coverage results when additional data is available.

**PF24 Button**
Exit
Close out of the MMIS Application (Transaction RFS6) and end Internet access, click on the PF24 Button.
Signing out of the Medicaid Eligibility Application – 2 options are available:

1. Click on the PF24 Button to close out of the MMIS Application.
   - From the Selection screen, click on the PF3 Button to close out of the MMIS Application (Transaction RFS6) and end your Internet Access.
   - Click on the X button in the upper right hand corner to close out of the MMIS Application (Transaction RFS6) and end your Internet Access, OR

2. Click on the PF3 Button to return to the previous screen until you return to the search screen where you can re-enter a new search or continue to click on the PF3 Button until you close out of the MMIS Application (Transaction RFS6) and end your Internet Access.
   - Click on the X button in the upper right hand corner to close out of the MMIS Application (Transaction RFS6) and end your Internet Access.
## Error Messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Page is being displayed PF8 to scroll down</td>
<td>The data display exceeds more than one screen.</td>
</tr>
<tr>
<td>Date of Service in Future</td>
<td>Service date is in the future.</td>
</tr>
<tr>
<td>Date of Service Not Within Allowable Inquiry Period</td>
<td>Inquiry is outside of available data.</td>
</tr>
<tr>
<td>Duplicate subscriber/insured ID Number</td>
<td>Two or more people are found using the same search criteria for the same time period.</td>
</tr>
<tr>
<td>Gender Must Be F, M, or U</td>
<td>Letter other than the F, M, or U.</td>
</tr>
<tr>
<td>Invalid Key depressed</td>
<td>Invalid key depressed; refer to bottom of screen.</td>
</tr>
<tr>
<td>Invalid Date of Birth</td>
<td>Date of birth entered does not match the recipient inquiry.</td>
</tr>
<tr>
<td>Invalid Eligibility Date</td>
<td>Recipient is not eligible for the date inquiry.</td>
</tr>
<tr>
<td>Invalid/Missing Date(s) of Service</td>
<td>Dates of service entered are not complete or are not a valid month.</td>
</tr>
<tr>
<td>Invalid/Missing Provider Identification</td>
<td>Atypical Provider Number entered is less than 11 digits or not entered.</td>
</tr>
<tr>
<td>Invalid/Missing Subscriber/Insured ID</td>
<td>Recipients’ id number is less than 11 digits or if required was not entered.</td>
</tr>
<tr>
<td>Invalid/Missing Subscriber/insured Gender Code</td>
<td>Gender search criteria does not match.</td>
</tr>
<tr>
<td>Invalid/Missing Subscriber/Insured Name</td>
<td>Name entered is not valid.</td>
</tr>
<tr>
<td>Invalid NPI</td>
<td>NPI entered is not valid.</td>
</tr>
<tr>
<td>Last Page is being displayed PF7 to scroll up.</td>
<td>Last page of data displayed.</td>
</tr>
<tr>
<td>Lock-in information incomplete. Contact Central Office</td>
<td>Lock-in information is not complete and refers the user to the contact Central Office.</td>
</tr>
<tr>
<td>NPI or Provider Number Required</td>
<td>NPI or Atypical Provider Number is required on this inquiry.</td>
</tr>
<tr>
<td>Patient Date of Birth does not match that for the patient on the database.</td>
<td>Date of birth does not match the recipient inquired on.</td>
</tr>
<tr>
<td>Provider ineligible for Inquires</td>
<td>User is not authorized to inquire.</td>
</tr>
<tr>
<td>Provider Not On File</td>
<td>No record of the provider.</td>
</tr>
<tr>
<td>Provider Number Not Complete</td>
<td>Need 11-digit number.</td>
</tr>
<tr>
<td>Provider Number required</td>
<td>Atypical Provider Number required on this inquiry.</td>
</tr>
<tr>
<td>Provider Number not valid</td>
<td>Less than 11-digits entered.</td>
</tr>
<tr>
<td>Message</td>
<td>Comments</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Provider Number is required</td>
<td>No Atypical Provider Number and/or a Recipient Number entered.</td>
</tr>
<tr>
<td>Recipient Number is required</td>
<td></td>
</tr>
<tr>
<td>Provider Number not found</td>
<td>Not an active Medicaid provider.</td>
</tr>
<tr>
<td>Recipient Number Not Complete</td>
<td></td>
</tr>
<tr>
<td>Recipient Not Eligible for MM/CCYY</td>
<td>Recipient not eligible for month &amp; year of service.</td>
</tr>
<tr>
<td>Recipient SSN Not Complete</td>
<td>Less than 9-digit number entered.</td>
</tr>
<tr>
<td>Service Dates Not Within Provider Plan Enrollment</td>
<td>Provider not eligible for month entered.</td>
</tr>
<tr>
<td>Subscriber/insured not found</td>
<td>Recipient is not in the database system.</td>
</tr>
<tr>
<td>This client is eligible for ambulatory prenatal services only.</td>
<td>Client has limited Medicaid coverage.</td>
</tr>
</tbody>
</table>
Help Screens for Eligibility Verification Result Screen

Help Screen Guide

Help is available throughout the system by clicking on the ‘question mark boxes’ (as seen below):