

PROVIDER BULLETIN

No. 09-17

June 1, 2009

TO: All Providers

FROM: Vivianne M. Chaumont, Director 
Division of Medicaid and Long-Term Care

BY: Patricia Taft, Program Specialist

RE: New Medicaid Identification Card

The purpose of this notice is to advise all providers of a new Medicaid Identification Card that will be effective **August 1, 2009**.

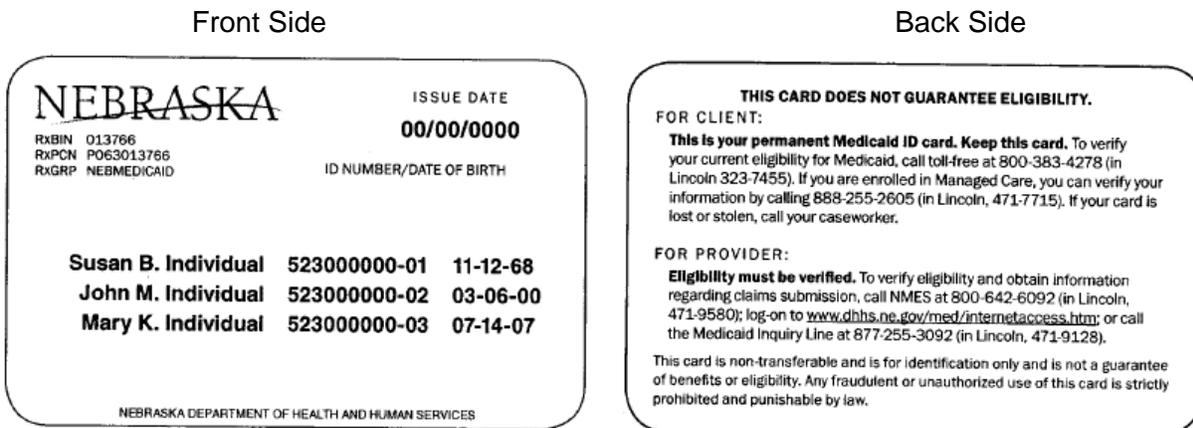
Advantages of the new Medicaid Identification Card:

- Smaller, so easier for clients to carry in their billfold
- Similar to private insurance ID cards and therefore not an obvious Medicaid card to other patrons
- Reduces printing and mailing costs

Comparison of the Current Medicaid Document and the New Medicaid Identification Card

Element	Current Medicaid Document	New Medicaid Identification Card
Size	8 ½ " x 11" paper document	Wallet sized plastic card
Frequency of mailing	Monthly	Permanent one time issuance <i>(special issuance for certain circumstances)</i>
Names listed	Household members	Household members
Separate card for regular Medicaid and Managed Care	State issues a separate document for regular Medicaid and a separate document for Managed Care <i>(managed care plans retain the option to send a separate card for their plan)</i>	One generic card issued by the State for regular Medicaid and Managed Care <i>(managed care plans retain the option to send a separate card for their plan)</i>
Content	Client name and address, Medicaid number, date of birth, eligibility information specific to the client; contact information to verify eligibility	Issue date, client name, Medicaid number, date of birth, pharmacy claims electronic routing information; contact information to verify eligibility

The new Medicaid Identification Card will look like this:



Household members will be listed on the card. For households where all of the members do not fit on one card, there will be two cards issued and labeled “Card 1” and “Card 2”.

Effective Date of the New Medicaid Identification Card:

Clients will receive the new household Medicaid Identification card at the end of July 2009 and it will be effective August 1, 2009. This is a one-time issuance unless special circumstances require the reissuance of a card (ex. lost or stolen card, name change).

Use of the Identification Card and Verifying Medicaid Eligibility:

At each health care appointment, the client is to show the Medicaid Identification Card to you. The Medicaid Identification Card does not guarantee eligibility. The provider determines Medicaid eligibility via the telephone or computer using any of these eligibility information access resources:

- Access client eligibility and claims status through the Internet. Separate login IDs and passwords are required for each person accessing the site. For enrollment forms, go to [Internet Access for Providers](#) or call the Medicaid’s EDI Help Desk at 866-498-4357 (in Lincoln, 471-9461)
- Call the automated Nebraska Medicaid Eligibility System (NMES). For instructions, see [471-000-124](tel:471-000-124).
- Call the Medicaid Inquiry at 877-255-3092 (in Lincoln, 471-9128).
- Work with your electronic data interchange (EDI) clearinghouse to set up electronic Health Care Eligibility Benefit Inquiry (ASC X12N 270/271). For more information, go to [Electronic Data Interchange](#)

Additional Information:

For a brief presentation on the new Medicaid Identification Card [**CLICK HERE.**](#)

Questions: 1-877-255-3092 (in Lincoln, 471-9128) Mon – Fri, 8-5, central time.