



Your Texas Benefits

MEDICAID CARD

Information for Medicaid Providers

Overview

The Texas Health and Human Services Commission is introducing a new system that uses digital technology to streamline the process of verifying a person's Medicaid eligibility and accessing their Medicaid health history. The two main elements of the system are:

- The Your Texas Benefits Medicaid card, which replaces the Medicaid ID letter (Form 3087) members used to get in the mail every month.
- YourTexasBenefitsCard.com—a secure website where Medicaid providers can get up-to-date information on a patient's eligibility and history of services and treatments paid by Medicaid.

About the Your Texas Benefits Medicaid Card

The design of the new card conforms to the standards of the Workgroup for Electronic Data Interchange (WEDI). It is designed to show the same type of information shown on private health insurance cards.

The **front of the card** has:

- Member name and Medicaid ID number. (i.e. patient control number – PCN).
- Managed care program name, if applicable (STAR, STAR Health, STAR+PLUS).
- Date the card was issued.
- Billing information for pharmacies.
- Health plan names and plan phone numbers.
- Pharmacy and physician information for members in the Medicaid Limited program.

The **back of the card** has:

- A statewide toll-free number that members can call if they need help or have questions about using the card.
- A website (www.YourTexasBenefits.com) where members can get more information about the Medicaid card and access their personal Medicaid health history. The website will be fully functional in a later phase of the project.

This is where your name appears.

This is your Medicaid ID number.

This is HHSC's agency ID number. Doctors and other providers need this number.

Drug stores use these numbers.

Your Texas Benefits
Health and Human Services Commission

Medicaid ID Card

Member name:
Your name goes here

Member ID (Medicaid ID):
9999999999

Issuer ID: (00840)
9999999999

RxBIN: 001111
RxPCN: ADV
RxGRP: RX1234

Date card sent:
06/01/2011

Medical plan / Plan médico:
Your medical plan goes here.
El nombre de su plan médico va aquí.

Dental plan / Plan dental:
Your dental plan goes here.
El nombre de su plan dental va aquí.

If you have a medical plan, its name and phone number will be listed here. Call this number if you have questions about your doctor or services.

If you have a dental plan, its name and phone number will be listed here. Call this number if you have questions about your dentist or services.

This is the date your card was sent to you.

Visit the website for Medicaid providers: www.YourTexasBenefitsCard.com



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Automation Options

While there are multiple options for providers to access Texas Medicaid member and health information with the new Medicaid ID card, no card reader is required to access the Your Texas Benefits Card provider website.

Option 1: Manual input

The Medicaid ID number (patient control number—PCN) is printed on the front of the card. You can type this number into the provider website—YourTexasBenefitsCard.com—to access your patients' Medicaid eligibility and health information.

Option 2: Basic magnetic stripe card reader

A magstripe card reader can be used to read the Medicaid ID number from the magstripe and automatically enter it into YourTexasBenefitsCard.com.

If you already have a magstripe card reader it will probably work with the card. If not, the Medicaid contractor, HP, is selling a basic USB-based card reader device that can be easily installed and used by providers. Providers also can buy similar card readers online and from other retailers.



Option 3: Integrated point-of-sale (POS) devices

Emdeon, an HP subcontractor, offers a third-party solution for an integrated POS device that can process multiple payers and commercial financial transactions. This commercial solution does not use the Your Texas Benefits card provider portal, but will have electronic access to some limited Medicaid eligibility and health information. Pricing from Emdeon varies based on selected services.

If you already own a compatible POS device, you may be able to update the software to read the Medicaid ID number from the card, submit an eligibility verification transaction through their third-party processor, and/or retrieve high-level Medicaid health information. Call the Your Texas Benefits Card help desk at 1-855-827-3747 for more information.



Option 4: Electronic transactions

Provider systems can use an electronic data interface (EDI) to request Medicaid eligibility and health data and then represent or store that information within their own systems. The specifications for the EDI transactions will be published for provider system vendors to use to make updates to their systems. Call the Your Texas Benefits Card help desk at 1-855-827-3747 for more information.

Cost to providers for automation options: *Access to the provider portal is available at no cost.* Any costs for optional hardware or software are the responsibility of the providers. Specific costs will vary based upon the device purchased, the associated services, and the specific seller. Call the Your Texas Benefits Card help desk at 1-855-827-3747 for more information about optional automation devices that are available from HP and Emdeon.

No card reader is required for accessing information on the Your Texas Benefits Medicaid card since the member's Medicaid ID number (PCN) is printed on the front of the card and can be entered manually.



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Frequently Asked Questions

Does having a card mean the patient is eligible for Medicaid?

- No. Just because a patient has a Your Texas Benefits Medicaid card, it does not necessarily mean he or she has current Medicaid coverage. You must still verify eligibility.
- Patients are told to keep their Your Texas Benefits Medicaid card even if their Medicaid coverage expires. The card can be reused if the patient later regains Medicaid coverage.

What if the member doesn't bring the card to my office?

- You can verify eligibility without a card:
 - On the secure website—YourTexasBenefitsCard.com
 - Through the TMHP Contact Center at 1-800-925-9126
 - On TexMedConnect on the TMHP website
- Do not send patients who forgot or lost their cards to an HHSC benefits office for a paper form. They can get a new card mailed to them by calling 1-855-827-3748. Until then, you can verify their eligibility in one of the ways described above.

How am I supposed to use the Your Texas Benefits card?

- Use the new Your Texas Benefits Medicaid card to verify a patient's Medicaid eligibility just like you did with the paper Medicaid ID (Form 3087) or verify eligibility through the YourTexasBenefitsCard.com website.
- The card's magnetic stripe has the member's Medicaid ID number (PCN) and it can be read by most swipe-style card readers. The Your Texas Benefits Medicaid card is designed to work with standard magnetic card readers that are available at many electronics retailers or online. These readers interface with your computer through a standard USB connection.
- The technology company Emdeon is offering Medicaid providers an enhanced point-of-sale device that processes Medicaid eligibility verifications as well as credit card transactions. As with more standard card reading options, Medicaid providers that choose this device are responsible for the cost. For more information, visit www.emdeon.com/pos/. Click on "Contact Us."

What if I don't have a swipe-style card reader?

You don't have to buy a card reader to verify patient eligibility. Medicaid providers can continue to verify eligibility by using a patient's Medicaid ID number (PCN), which will be printed on the card. Then you can:

- Use the secure website— YourTexasBenefitsCard.com
- Call the TMHP Contact Center at 1-800-925-9126
- Visit TexMedConnect on the TMHP website

Visit the website for Medicaid providers: www.YourTexasBenefitsCard.com



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Frequently Asked Questions

What if I have questions about the card, card reader or the provider website?

- Call 1-855-827-3747.

What will I be able to do with the new provider website?

- The new website lays the foundation for the emerging electronic health network. For now, the YourTexasBenefitsCard.com gives providers another way to verify their patients' Medicaid eligibility.
- In the future, providers will be able to use the website to instantly access their Medicaid patients' Medicaid-related:
 - Claims and encounter data
 - Prescription drug history
 - Lab results
 - Immunization information
- The website will give providers a way to capture information showing the time and date their Medicaid patient receives treatment as well as the type of treatment the patient receives.
- You can use as much or as little of the provider website's features as you want to. The existing systems for doing business such as checking a patient's Medicaid eligibility and prescribing medication for Medicaid patients will not change.

When will I be able to use the provider website?

- Providers can verify a patient's eligibility using the website now.
- In the coming months, providers will be able to check patient Medicaid health history information.
- Look for updates about the provider website on the HHSC and TMHP websites.

Is e-prescribing available on the provider website?

Not yet—but it will be at a later date. E-prescribing will allow doctors to instantly see if a drug they want to prescribe is covered by Medicaid and what negative interactions the drug is likely to have with other drugs before submitting an electronic prescription to the pharmacy. This will reduce the number of calls from pharmacists proposing alternative drugs and save time for the provider, the pharmacist, and the patient.

Visit the website for Medicaid providers: www.YourTexasBenefitsCard.com



Your Texas Benefits

Health and Human Services Commission

Medicaid ID Card

Member name:

Member ID (Medicaid ID):

Issuer ID: (80840)

RxBIN:

RxPCN:

RxGRP:

This card welcome here!

¡Aceptamos esta tarjeta aquí!

Questions? / ¿Preguntas?

1-800-252-8263

www.YourTexasBenefits.com

Please put this poster in a place that is visible to your patients.