

## **The Your Texas Benefits Medicaid Card and Provider Website**

### **Frequently Asked Questions: Providers (Updated 9/6/2011)**

#### **Background:**

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) clients have been getting in the mail every month.
- An online 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**

##### **When did my patients get the new Your Texas Benefits Medicaid card?**

All Texas Medicaid clients received their cards in August 2011. They also received their final Form 3087, which covers the month of September. The paper IDs are discontinued.

##### **What information is on the 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:
  - Client name and Medicaid ID number (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 those in the Medicaid Limited program
- The back of the card has:
  - A statewide toll-free number that clients can call if they need help or questions about using the card.
  - A website ([www.YourTexasBenefits.com](http://www.YourTexasBenefits.com)) where they can get more information about the Medicaid card and access their personal Medicaid health history.

**Important Note:** The client website will not be fully functional at the time the cards are issued. This is reflected in our communications to clients.

### **How am I supposed to use the Your Texas Benefits Medicaid 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).
- The card's magnetic stripe has the client'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.
- A company called 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/](http://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
  - Visiting TexMedConnect on the TMHP website

### **Does having a card mean the client 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 Medicaid coverage. You must still verify eligibility.
- Patients will be instructed 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 a patient 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 by calling 1-855-827-3748. Until then, you can verify their eligibility in one of the ways described above.

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

- **You can call this number:** 1-855-827-3747.

## **About the secure online provider website**

### **What can I do with the new provider website?**

The new website lays the foundation for the emerging electronic health network. For now, the Your Texas Benefits card and provider website [www.YourTexasBenefitsCard.com](http://www.YourTexasBenefitsCard.com) combine to give providers up-to-date information on a patient's eligibility and history of services and treatments paid by Medicaid.

In the future, providers will be able to use the website to instantly access their Medicaid patient's Medicaid-related:

- 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.

### **Is e-prescribing available on the provider website?**

- Not yet—but it will be at a later date. E-prescribing will streamline the prescribing and prescription delivery process. This feature 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.