

Getting to Know Plastic Medical Cards

What?

- ❖ Paper Medical cards are being replaced with a Plastic Medical card.
- ❖ The monthly mailing of Medical cards will stop.
 - A Plastic Medical card will only be issued to newly approved consumers or those who haven't had medical benefits in the last 12 months.
- ❖ The Plastic Medical card is permanent like the Vision card.
- ❖ Plastic Medical cards will have the following:
 - Member's Name
 - Member's ID Number
 - Member's Date of Birth

When?

- ❖ First mailings will be sent August 22, 2008.
- ❖ All mailings will be completed by August 26, 2008.
- ❖ Every day for new members.

Who?

- ❖ All recipients who receive monthly cards and show eligibility for August 2008.
- ❖ Every household member showing eligibility in August 2008 will receive their own card.

Where?

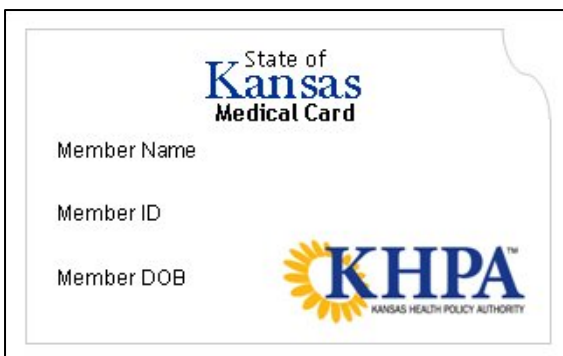
- ❖ All plastic Medical Cards will be mailed from the EDS facility in Oklahoma.

WHY?

- ❖ To save on costs associated with the mailing of monthly cards.
- ❖ To model the private health insurance practices.

How?

- ❖ Cards will be mailed in a plain white envelope.
- ❖ Cards for up to four members may be included in one envelope.



Members: KEEP THIS CARD! THIS IS YOUR PERMANENT MEDICAL ID CARD. Show this card to your provider when you get services. It is against the law to let anyone else use your card.
For more information or to report lost or stolen ID cards call 1-800-766-9012.
For TDD line call 1-800-766-3777.
THIS CARD DOES NOT GUARANTEE ELIGIBILITY OR PAYMENT FOR SERVICES
Providers: To confirm eligibility or payment information, access the secure website at: <https://www.kmap-state-ks.us> or call 1-800-933-6593 for AVRS or fax. To report Medical fraud or abuse, call 1-800-432-3913.

Members should...

- ❖ Save their Plastic Medical card even if they no longer have medical benefits.
- ❖ Check their eligibility for benefits before a medical appointment.
- ❖ Take their card to every medical appointment.

Replacement Medical Cards

Replacement Plastic Medical cards can be requested for:

- ❖ Members who have current Medicaid eligibility or MediKan.
- ❖ Members who have had Medicaid eligibility within the past 2 months.
 - If the last month of eligibility is more than 2 months from the date of request:
 - Ask your EDS Medicaid liaison to request the card.
 - Ask the member to call EDS customer service to request a replacement card.

Steps to Request a Replacement

1. Check the *Beneficiary ID Card Issuance History* window in MMIS.
 - ❖ Look to see when the last Medical card was sent.
 - ❖ If it was sent within the last 7 days, don't request a new card.
 - Inform the consumer that a medical card has already been requested and is in the mail.
2. Check the address in MMIS to make sure it is correct.
 - ❖ If not correct:
 - Update the address in KAECSES.
 - Reauthorize the last paid benefit month to update the address in MMIS.
 - Wait at least 1 day to allow the address to update in MMIS.
 - Go to the *Beneficiary ID Card Request* window to request a new Medical card.
 - You will need to enter a Reason the replacement card is needed.
 - Only 1 card can be requested a day.

Who do I call for...

A replacement Plastic Medical card that isn't received within 7 days:

- ❖ **EDS at 1-800-766-9012**

Questions regarding eligibility on Family Medical cases:

- ❖ **The HealthWave Clearinghouse at 1-800-792-4884**

Questions regarding eligibility on Elderly and Disabled Medical cases:

- ❖ **SRS at 1-888-369-4777**

Questions about my managed care organization:

- ❖ **Children's Mercy Family Health Partners at 1-877-347-9363**
- ❖ **UniCare at 1-877-604-0462**