



North Carolina Department of Health and Human Services
Division of Medical Assistance

2501 Mail Service Center • Raleigh, N. C. 27699-2501 • Tel 919-855-4100 • Fax 919-733-6608

Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Craig L. Gray, MD, MBA, JD, Director

March 16, 2012

Subject: Erroneous Eligibility Segments

Dear County Directors of Social Services:

The purpose of this letter is to provide instructions to the counties that have been affected by erroneous eligibility segments that were entered on the Individual Eligibility (IE) screen in Eligibility Information System (EIS). This error affected recipients enrolled in the Behavioral Health Managed Care Organizations (MCO) in the Piedmont Behavioral Health and Western Highlands catchment areas. Counties impacted are: Alamance, Caswell, Franklin, Vance, Granville, Warren, and Halifax, Buncombe, Henderson, Madison, Mitchell, Polk, Rutherford, Transylvania, and Yancey.

Effective January 1, 2012, the P indicator was created on the IE segments in EIS to show that a county is in a MCO; however, eligibility was added to some of the IE segments in error. EIS has worked with the Division of Information Resource Management (DIRM) to correct this problem, but some assistance is required by the county department of social services to fully resolve this problem. Below are instructions to completely resolve the erroneous IE segment issue.

Keying Instructions for the Counties

When the problem was identified, the best initial course of action was to delete the IE segments to prevent the Medicaid Management Information System from paying claims for service which should not be covered by Medicaid. DIRM has replaced all IE segments into EIS as they were before all eligibility was removed. However, the segments are not authorized because some have been identified as erroneous. Counties will need to work the report entitled DHREJA "POSS INVALID IE SEGMENTS".

1. Review what segments on the IE screen are not authorized. The segments are dated in 2011 and have the "P" indicator for an MCO.





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EIS INDIVIDUAL ELIGIBILITY HISTORY FOR 99999999Q											
HIST FROM	AUTH FROM	HIST FROM	HIST THRU	PGM	CLS	SSI	CO PAY	CASE ID	LIV	CD	DB/PML COV
SUBPGM-CDE-FPL				AMB	SN		PCHP	PROVDR NUM	NUM	(AUTO	RSN ST)
01/01/2012	01/01/2012	09/30/2012		MIC	N	N	01 9	00000000	10		
							P	344515A		(N	L)
10/01/2011	00/00/0000	12/31/2011		MIC	N	N	01 9	00000000	10		
							P				
09/01/2011	00/00/000	09/30/2011		MIC	N	N	01 9	00000000	10		
							P			()	
05/01/2006	05/01/2006	04/30/2007		MIC	N	N	01 9	00000000	10		
								8901144		(N 01 L)	
04/01/2006	04/01/2006	04/30/2006		MIC	N	N	01 9	00000000	10		
										()	

SELECTION KEY 99999999Q
604-INQUIRY IS COMPLETE

2. Pull the case file to determine if the individual was previously authorized for coverage (including Family Planning Waiver, (FPW), or Medicaid Qualified Beneficiary (MQB)) during all or part of the segment. If the case file shows that the individual was previously authorized, review which segment(s) and authorize on the db/pml screen. See 3 and 4 below.



INDIVIDUAL ID 999999999Q EJA934			ELIGIBILITY HISTORY 09/01/2011 THRU 09/30/2012						WORKER NO	FORM ID
HIST SP FROM CV FA	AUTH FROM	HIST THRU	PGM CAT	C S L S	LIV AR	PY CO	TP	PRVDR NUM	CASE ID	DB/PML CD AMT
S I										
01/01/2012	01/01/2012	09/30/2012	MIC	N	10	01	9	344515A	00000000	
00/00/0000	00/00/0000	00/00/0000	MIC	N	10	01	9 P	344515A	00000000	
09/01/2011	00/00/0000	09/30/2011	MIC	N	10	01	9	344515A	00000000	
AUTHORIZATION OF NEW ELIGIBILITY										
ID CARD										
09/01/2011 09/01/2011 09/30/2011 MIC N 10 01 9 344515A 00000000										

3. If the recipient was in deductible status on a segment(s), counties must call EIS to have the P indicator removed.

Or,

4. If any segments are overlaid by a greater benefit and it should be a lesser benefit, counties must call EIS for correction.
 For example: If the authorized segment(s) in the case file shows that the individual's Medicaid program was (FPW); however, on the IE screen for the unauthorized segment(s) show the individual's Medicaid program as Medicaid for Disabled (MAD) or Medicaid for Pregnant Women (MPW), call EIS to correct.



Once all the correct segments have been authorized, contact EIS. DIRM will then remove all other unauthorized segments from the IE screen.

If you have any questions, please contact the EIS Unit at 919-855-4000.

Sincerely,

Craig L. Gray, MD, MBA, JD, Director

CLG/wsm

