Appendix G.9.

EVS TIP Sheet #11

PROVIDER QUICK TIPS

#11

The Eligibility Verification System

The PROMISe™ Eligibility Verification System (EVS) enables you to determine a Medical Assistance recipient's eligibility as well as their scope of coverage. Please do not assume that the recipient is eligible because he/she has an ACCESS card. It is vital that you use EVS to verify eligibility each time you provide a service. **A recipient's eligibility is subject to change; therefore, you should use EVS to verify eligibility each time you provide services to recipients.** All providers serving members of a Voluntary or Health Choices Managed Care Organization should also use EVS. You can access EVS through a variety of access methods as displayed below.

Methods to Access EVS	
Telephone	The Automated Voice Response System (AVRS) accepts requests for and returns eligibility information over a toll-free phone number. Using a touch-tone phone, please call 1-800-766-5387
Bulletin Board System	Eligibility information can be requested by contacting an electronic bulletin board and transmitting and receiving batch files of eligibility requests via a telephone connection. Our Provider Electronic Solution software supports this method.
Van (PC/POS) Device	Value Added Network (VAN) vendors collect requests for eligibility information in a real-time interactive processing mode and interface with the PROMISe EVS system. Both PC software and point-of-service (POS) devices use this. Our Provider Electronic Solution software supports this method.
Web Interactive	A Web eligibility request window is available to approved providers and other agencies via the PROMISe™ website. Log on at http://promise.dpw.state.pa.us.

What information does EVS return when service dates are within two years of the current date?

Recipient Demographics: Recipient Name, Recipient ID Number, Gender, Date of Birth.

Eligibility Segments: Begin and End date, Eligibility Status, Category of Assistance, Program Status Code and Service Program Description. Please note that more than one eligibility segment may be returned depending on the dates submitted on the EVS inquiry.

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<u>MCO Physical, FCN, LTCCAP:</u> Managed Care Organization (MCO) Physical, Family Care Network (FCN), Long Term Care Capitation Assistance Program (LTCCAP) – Plan name/code and phone #, Primary Care Provider name and phone #, Primary Care Case Manager name and phone #, and Begin and End date (if different from inquiry date).

<u>MCO Behavioral:</u> Managed Care Organization Behavioral – Plan name/code and phone #, Primary Care Provider (PCP) name and phone #, Begin and End dates (up to 3 PCPs may be returned), Begin and End date (if different from inquiry dates).

<u>Restricted Recipient Information:</u> Lock In or Restricted Recipient Information. Status (Yes; No), Provider type to whom the recipient is restricted, Provider name and phone # to whom the recipient is restricted, and Begin and End date (if different from inquiry dates).

<u>TPL–Third Party Liability:</u> Carrier name/type/address, Policyholder name and number (except for Medicare part A or B), Group number, Patient pay amount, and Begin and End dates.

<u>Limitation:</u> Procedure code and NDC (Fee for Service only; unavailable with AVRS).

<u>EPSDT:</u> Early and Periodic Screening, Diagnosis, and Treatment, and last screen date (for under 21 only).

<u>Dental:</u> Last dental visit (for under 21 only).

What information does EVS return when eligibility request services dates are more than two years of current date?

<u>Recipient Demographics:</u> Recipient Name, Recipient ID Number, Gender, Date of Birth.

<u>Eligibility Segments:</u> Begin date and end date, Eligibility status, Category of Assistance, Program
Status Code, Service Program description.

Please note that EVS now follows the HIPAA compliant 270/271 eligibility format and no longer provides this information in a proprietary format. Please refer to the DPW website at http://www.dpw.state.pa.us/provider/promise/errorstatuscodesanddescriptions/index.htm **for PROMISe™ Eligibility Verification System (EVS) Error Codes that explain the error code description and why the error set.**

**Thank you for your service to our Medical Assistance recipients. We value your participation.
Check the Department's website often at** www.dpw.state.pa.us

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