

Foster Parent Medicaid Information Sheet

What is the process for enrolling children in Medicaid when they are removed from home?

Once a child's placement in foster care is entered into the child welfare information system, the DCS Medicaid Enrollment Unit (MEU) receives a notification that the child has been removed from home. MEU will notify the Division of Family Resources (DFR; the state agency responsible for Medicaid eligibility determinations) of the child's removal from home, the name of his/her foster care provider, placement address, and the changes that need made to his/her Medicaid case if the child has active Medicaid. If the child does not have active Medicaid at the time of placement, MEU will work with DFR to get the child enrolled in Medicaid.

How do I get my child's Medicaid Member ID¹ number or Medicaid card?

If the child is enrolled in Medicaid, the child's Family Case Manager (FCM) will provide you with his/her Medicaid card and/or Medicaid Member ID, if available. If the child's Medicaid card is not available, the FCM will notify MEU that a new Medicaid card needs ordered. The new Medicaid card will be sent directly to your address. If the child does not have active Medicaid at the time of placement, MEU will work with the DFR to get the child enrolled in Medicaid.

How do I know what Medicaid plan my child has?

If you do not know which Medicaid plan a child has, contact the Medicaid Enrollment Broker at 1-866-963-7383 for additional guidance on which Medicaid plan to contact. If after contacting the plan, you have remaining questions or are not able to identify the child's Medicaid plan or medical provider, inform the child's FCM. The FCM can contact DCS MEU for further assistance.

How do I know who my child's medical providers are?

If you do not know which medical provider(s) is assigned to the child (for children enrolled in Medicaid plans other than traditional Medicaid), contact the child's Medicaid plan. If after contacting the plan, you have remaining questions or are not able to identify the child's medical provider, inform the child's FCM. The FCM can contact DCS MEU for further assistance.

What happens if the child's doctor will not see the child without a Medicaid card?

Indiana Health Coverage Programs (IHCP) providers are required to check the child's Medicaid eligibility in the eligibility system per their IHCP provider agreement. An IHCP medical provider cannot refuse to care for a child that has Medicaid, even if you do not have the Medicaid card.

What happens if I take my child to the doctor and his/her Medicaid is not active?

If a medical provider informs you the child's Medicaid is not active or there is an issue with the Medicaid, notify the child's FCM. The FCM will contact DCS MEU to confirm the child's Medicaid status.

¹ The Medicaid ID is now called the Member ID, instead of the RID.

What should I do if I take my child to the pharmacy and his/her Medicaid is not active?

If a pharmacy informs you the child's Medicaid is not active or there is an issue with the Medicaid, notify the child's FCM. The FCM will contact DCS MEU to confirm the child's Medicaid status.

Tip: Request a refill of your child's prescription 3 days prior to running out of medication to allow for any issues with Medicaid eligibility.

How will the Medicaid plan know they are authorized to talk to me?

A child in a DCS out-of-home placement is marked in ICES as a DCS ward. Once a child's placement is entered into the child welfare information system, MEU notifies DFR of the name of the child's provider and their address. Your name and address will be listed in the child's Medicaid case so the Medicaid providers know you are authorized to talk to them about the child. DFR has up to 45 days to process this request, although typically it does not take this long for changes to be processed.

Is Medicaid notified when a child is no longer placed in my home?

Once a child changes placements, MEU will notify DFR of this change. DFR has up to 45 days to process this request, although typically it does not take this long for changes to be processed.

Do I need to have the child's Medicaid card to get a prescription for the child?

No. The pharmacy is required to check the child's Medicaid eligibility in the eligibility system.

If the pharmacy tells me the child's Medicaid is not active, what should I do?

Ask the pharmacist if he/she checked the Medicaid eligibility system to verify the child's eligibility. If the pharmacy checked the eligibility system and there is still an issue, ask the child's Medicaid plan to call the pharmacy to confirm the child's eligibility. If the child has traditional Medicaid, call OptumRx at 1-855-577-6317. If the child has Hoosier Healthwise, Hoosier Care Connect, or the Healthy Indiana Plan, contact the child's Managed Care Entity (MCE). If the Medicaid plan states the child's Medicaid is not active, contact the FCM.

Who can I contact with questions about the child's Medicaid?

If you need to contact a child's Medicaid plan with a question or to verify his/her medical provider, refer to the contact information on the next page for each of the Indiana Medicaid plan providers. This information can also be found on the Indiana Medicaid website:

<http://member.indianamedicaid.com/resource-center/contact-us.aspx>

Who should I list as the responsible party when completing paperwork for a medical provider?

The Indiana Department of Child Services should be listed as the party financially responsible for the child. Do not list yourself or the FCM as the responsible party.

Who should I contact if I have questions about Medicaid related notifications or bills I get in the mail?

If you have questions about a notification you receive in the mail regarding a child's Medicaid, contact the child's FCM. The FCM will contact DCS MEU with your questions. If you receive a medical bill in the mail for the child, give this to the FCM as soon as possible. Do not list yourself as the responsible party when completing paperwork for a medical provider to prevent bills being sent to you directly.

Medicaid Contact Information

Member on Hoosier Healthwise, Healthy Indiana Plan, or Hoosier Care Connect? - Call the health plan for any coverage or benefit questions. A complete list of phone numbers is provided below.

Member on Fee-For Service Medicaid? - Call the member services line at 1-317-713-9627 or 1-800-457-4584.

Question about pharmacy coverage? - If the child is on Fee-For Service Medicaid, call the pharmacy customer assistance line at 1-855-577-6317. If the child is on HIP, Hoosier Care Connect, or Hoosier Healthwise (effective January 1, 2017), contact the health plan for questions.

** Before calling, please have the child’s Social Security Number or Medicaid Member ID number available. The M can be found on the front of the Hoosier Health Card.

Hoosier Healthwise Contacts:

<p>Hoosier Healthwise Hoosier Healthwise Helpline: 1-800-889-9949 E-mail: hoosierhealthwise@maximus.com</p>	<p>Anthem http://www.anthem.com Member Services: 1-866-408-6131; TTY: 711 Transportation: 1-800-508-7230</p>
<p>MHS http://www.mhsindiana.com Member Services: 1-877-647-4848; TTY/TDD 1-800-743-3333</p>	<p>Package C Premium Collection Services Package C Payment Line: 1-866-404-7113</p>
<p>MDwise http://www.mdwise.org Member Services: 1-317-630-2831 or 1-800-356-1204</p>	<p>Package C Payment Mailing Address: Hoosier Healthwise P.O. Box 3127 Indianapolis, IN 46206-312</p>
<p>CareSource http://www.caresource.com/members/Indiana Member Services: 1-844-607-2829</p>	

Hoosier Care Connect Contacts:

<p>Hoosier Care Connect Helpline: 1-866-963-7383</p>	<p>Anthem Hoosier Care Connect Website 1-844-284-1797; TTY: 711</p>
<p>Managed Health Services (MHS)</p>	

<p>Hoosier Care Connect Website 1-877-647-4848; TTY/TDD 1-800-743-3333</p>	
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Healthy Indiana Plan Contacts:

<p>Healthy Indiana Plan http://www.HIP.in.gov 1-877-438-4479</p>	<p>MDwise Healthy Indiana Plan Website 1-800-356-1204 or (317) 630-2831</p>
<p>Anthem Healthy Indiana Plan Website 1-866-408-6131</p>	<p>Managed Health Services (MHS) Healthy Indiana Plan Website 1-877-647-4848; TTY/TDD 1-800-743-3333</p>
<p>CareSource http://www.caresource.com/members/Indiana 1-844-607-2829; TTY 1-800-743-3333 or 711</p>	