FCM 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 MaGIK, the DCS Medicaid Enrollment Unit (MEU) receives a notification that the child has been removed from home. The child's placement must be entered in MaGIK in order for MEU to be aware of the child's removal. 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.

How do I know if the child has active Medicaid?

The DCS Hotline can check to see if the child's Medicaid is active. In order to receive this information:

1. E-mail the DCS Hotline Questions Box (hotlinequestions@dcs.in.gov) with the child(ren)'s names and DOB. If you do not have the DOB, please provide the child's age to help in identifying a match.

2. The Hotline will e-mail back with the child(ren)'s Medicaid status and if active, the child's Medicaid Member number.

Due to the confidential nature of the information within the FSSA system DCS is using, only a small number of Hotline staff have access. However, the Hotline will be able to provide responses 24/7. Note, the system being used is not ICES; therefore, information such as household members, addresses, absent parent, etc., is not available to Hotline staff.

How do I get the child's Medicaid Member ID[1] or Medicaid card?

In addition to receiving the Medicaid Member ID from the Hotline, the child's Medicaid Member ID (RID) can be found on his/her Person Page in MaGIK under 'Quick Information'. If there is not a Medicaid Member ID listed, the Member ID can be matched in MaGIK (if the child has a Member ID).

- At the top of the Person Page, click on 'Actions', 'Match in Other Systems'

- Check the list of possible Member ID that appears for the correct name of the child, date of birth, and social security number (SSN)

- Select the appropriate box and click on 'Confirm Matches'

- The Member ID should now appear on the child's Person Page

- If the child's Member ID does not appear in the list, click on 'Issue Data Broker Match Request' and try this procedure again after several minutes (Tip: Entering the child's SSN on the Person Page helps ensure the child's Member ID can be matched in MaGIK.)

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

If the child's Medicaid card is not available, notify MEU that a new Medicaid card needs ordered. The new Medicaid card will be sent directly to the provider. 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 know what Medicaid plan a 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, contact the MEU for further assistance.

How do I know who the 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 fee-for service 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, contact 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 the foster parent does not have the Medicaid card.

What happens if a caregiver takes the child to the doctor and his/her Medicaid is not active?

If a medical provider informs the caregiver that the child's Medicaid is not active or there is an issue with the Medicaid, notify MEU.

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

If a pharmacy informs the caregiver that the child's Medicaid is not active or there is an issue with the Medicaid, notify MEU.

Tips:

- For general questions regarding Medicaid pharmacy benefits, refer to the "Medicaid Pharmacy Benefits Fact Sheet".
- Remind the caregiver to 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 is Medicaid notified when a child changes placements?

When a new placement is entered in MaGIK, MEU is notified of the child's placement change. If the placement is not entered into MaGIK, MEU will not be aware that the child's placement has changed. MEU will communicate the name of the child's new provider and address to DFR. DFR has up to 45 days to process this request, although typically it does not take this long for changes to be processed.

What is the process for updating the child's Medicaid information when his/her case closes?

Once a child's DCS case closes, MEU will notify DFR that the child's wardship has ended and request he/she be added to the parent or guardian's Medicaid case, if the parent/guardian has an active case. If the parent

or guardian does not have an active case, MEU will request the child be put in his/her own Medicaid case. DFR has up to 45 days to process this request. DFR will explore whether the child will continue to be eligible for Medicaid under a different category.

In order to identify whether the child continues to be eligible for Medicaid, DFR typically sends the guardian a request for information (household composition, income, etc.) so they can determine Medicaid eligibility. If the guardian does not respond timely or DFR determines the child is no longer eligible for Medicaid, his/her Medicaid will close at the end of the month in which the determination is made or the end of the following month, depending on the timing of the determination.

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

Contact MEU with any questions regarding the child's Medicaid at MedicaidUnit@dcs.in.gov.

What is the contact information for the child's Medicaid plan?

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 below 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 the caregiver 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. The caregiver should not list him/herself as the responsible party. The FCM's name should also not be listed as the responsible party.

Does the caregiver 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 the caregiver that the child's Medicaid is not active, what should I do?

Tell the caregiver to 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, you or the caregiver should contact the child's Medicaid plan and request they call the pharmacy to confirm the child's eligibility. If the child has Fee-For Service 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 MEU.

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:

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

Hoosier Care Connect Contacts:

Hoosier Care Connect Helpline: 1-866-963-7383	**Anthem** Hoosier Care Connect Website 1-844-284-1797; TTY: 711
Managed Health Services (MHS) Hoosier Care Connect Website 1-877-647-4848; TTY/TDD 1-800-743-3333	

Healthy Indiana Plan Contacts:

Healthy Indiana Plan http://www.HIP.in.gov 1-877-438-4479	**MDwise** Healthy Indiana Plan Website 1-800-356-1204 or (317) 630-2831
Anthem Healthy Indiana Plan Website 1-866-408-6131	**Managed Health Services (MHS)** Healthy Indiana Plan Website 1-877-647-4848; TTY/TDD 1-800-743-3333

CareSource	
http://www.caresource.com/members/Indiana 1-844-607-2829; TTY 1-800-743-3333 or 711	