

AEVS: GENERAL INSTRUCTIONS

The Automated Eligibility Verification System (AEVS) is an interactive voice response system that allows you the ability – through a touch-tone telephone – to access recipient eligibility, clear Share of Cost liability and/or reserve a Medi-Service.

Recipient eligibility verification information is available for Medi-Cal, County Medical Services Program (CMSP) and Family PACT. Recipient eligibility for the Child Health and Disability Prevention (CHDP) program, the California Children Services (CCS) program or the Genetically Handicapped Persons Program (GHPP) is not available.

There is no enrollment requirement to participate in AEVS. Providers must use a valid Provider Identification Number (PIN) to access AEVS. The PIN is issued when providers enroll with Medi-Cal. If the PIN is unknown, providers should complete and return the *Provider Identification Number (PIN) Reissue Request* Form at the end of the *Provider Telecommunications Network (PTN)* section in this manual.

For questions about... Call...

Operation of AEVS	POS Help Desk (800) 427-1295
Medi-Cal Policy	Provider Support Center (PSC) (800) 541-5555
Family PACT	Health Access Programs (HAP) (800) 257-6900

GENERAL INFORMATION

Edit Conditions

Use of AEVS does not guarantee that the claim will be paid. All existing edit conditions – such as service restrictions, SOC certification, provider eligibility or prior authorization requirements – must still be satisfied.

Transactions Available

AEVS verifies a recipient's eligibility for the current and/or prior 12 months; provides information on SOC, Other Health Coverage, and Prepaid Health Plan (PHP) status; identifies any service restrictions placed on that recipient; clears SOC liability; and allows podiatrists and certain allied health providers to reserve Medi-Services.

BIC Card

When a recipient presents a plastic Medi-Cal Benefits Identification Card (BIC), recipient eligibility must be verified. BICs are not a guarantee of Medi-Cal, CMSP or Family PACT eligibility because they are a permanent form of identification and recipients retain the cards even if they are not eligible for Medi-Cal, CMSP or Family PACT during the current month.

HAP Card

A Health Access Programs (HAP) card is issued and activated by the provider after the consumer has completed and signed a *Health Access Programs State-Only Family Planning Program Consumer Eligibility Certification* Form. HAP cards are not a guarantee of Family PACT eligibility because they are a permanent form of identification and consumers retain the cards even if they are not eligible for Family PACT during the current month.

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Eligibility Verification AEVS accesses the most current recipient information for a specific month of **Confirmation of (EVC) Number** eligibility. AEVS returns a 10-character EVC number after eligibility is confirmed. It is recommended to enter in the EVC number in the remarks area of the claim. However, the EVC number is not required information for claim processing.

Note: An Eligibility Verification Confirmation (EVC) number is only valid for the provider who submitted the inquiry.

Unmet Share of Cost

If the recipient has an unmet SOC, no EVC number is given unless the recipient is dually eligible (eligible for services under more than one aid code). For a dually eligible recipient, who is eligible for certain services with no SOC and the remaining services with a SOC, the aid code and corresponding eligibility message and an EVC number are given in the eligibility response for the non-SOC aid code only. An SOC message is then given for the SOC aid code.

Important: To avoid having a claim deny for recipient eligibility, the claim must be submitted with the same provider number, recipient ID and date of service used for the AEVS inquiry.

ACCESSING TELEPHONE AEVS

Introduction

Before you access telephone AEVS, you should have the required information ready to enter using your touch-tone telephone when prompted by AEVS.

Time Limit

Telephone AEVS allows you a specified amount of time following each prompt to enter information using your touch-tone telephone. If you fail to respond to a prompt within five seconds, AEVS will remind you up to three times. If you have not entered any information after the third reminder, you will “time out” and AEVS will terminate the call with the following message:

“We’re sorry, we are unable to complete your call. Please review the procedures in your AEVS User Guide or AEVS section of your provider manual. If you have any questions concerning AEVS, please contact the POS Help Desk at (800) 427-1295. Denti-Cal providers should call (800) 423-0507. Thank you for calling the Automated Eligibility Verification System. Good-bye.”

Error Limits

When entering required information using your touch-tone telephone, AEVS will allow you three opportunities to correctly enter the information. Upon your first and second error, AEVS will prompt you to re-enter the information correctly. After the third error, AEVS will terminate your call with the following message:

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“We’re sorry, we are unable to complete your call. Please review the procedures in your AEVS User Guide or AEVS section of your provider manual. If you have any questions concerning AEVS, please contact the POS Help Desk at (800) 427-1295. Denti-Cal providers should call (800) 423-0507. Thank you for calling the Automated Eligibility Verification System. Good-bye.”

Documenting Eligibility

Following receipt of AEVS eligibility information, note the information. For future reference when completing your claim forms.

Information

Be prepared to write down the eligibility information for each inquiry as it is given to you over the telephone. AEVS will give an Eligibility Verification Confirmation (EVC) number for each inquiry that receives an eligible response.

Providers verifying eligibility information for Medi-Cal recipients may want to use the *AEVS Response Log* to track AEVS transactions. This form is located at the end of the *AEVS: Transactions* section in this manual.

The EVC number should be noted in your patient’s records for future reference. AEVS will provide you with the option to repeat eligibility information and the verification code as needed to ensure that you record the information accurately.

Hours of Operation

Telephone AEVS are available by using a touch-tone telephone between 2 a.m. and midnight, seven days a week. If you attempt to access telephone AEVS during non-operational hours, you will receive the following message:

“The Medi-Cal Automated Eligibility Verification System is available between 2 a.m. and midnight. Please call back during these hours of operation. Thank you for calling the Automated Eligibility Verification System. Good-bye.”

In the unlikely event that telephone AEVS is unavailable during normal hours of operation, you will receive the following message when you attempt to verify eligibility for Medi-Cal or County Medical Services Program (CMSP) recipients:

“The Medi-Cal Automated Eligibility Verification System is currently unavailable. Please call back later. Thank you for calling the Medi-Cal Automated Eligibility Verification System. Good-bye.”

If AEVS is not available when you attempt to access Family PACT transactions, you will receive the following message:

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“The State-Only Family Planning system is currently unavailable. Please report your problem to the POS Help Desk at (800) 427-1295.”

Inquiry Limitations

To ensure optimal availability of telephone AEVS; providers are limited to a maximum of 10 inquiries for each telephone call. An inquiry is any request that is sent to the Medi-Cal eligibility verification system. For example, if verification is requested for a single recipient for the current month and three previous months, that is considered four inquiries. If the Medi-Cal eligibility verification system tells you that you have made an error and you resubmit the transaction, that is considered two inquiries. An inquiry for eligibility for one recipient and a Share of Cost clearance for another recipient is considered two inquiries. Any combinations of inquiries, to a maximum of 10, are allowed per telephone call.

“Bypass” Procedures

After you have become accustomed to the system and the prompt messages; you may choose to “bypass” listening to the entire prompt. To use the “bypass” feature, enter the appropriate data after the beginning of each prompt.

Star Key (*)

The star key (*) has a variety of functions:

Repeat Previous Prompt

[* #] Pressing the star key followed by the pound sign key [* #] will cause AEVS to repeat the previous prompt.

Deleting Entered Data

[* *] To delete all entered data in a current field, press two successive star keys, and then enter the correct data.

For example, if you intended to enter “12345” but accidentally keyed “12567”, the mistake can be corrected by entering [* *] followed by the correct data. The sequence of keystrokes would be:

12567* *12345 #

By pressing [#] you end the data entry. When AEVS receives the input, it discards all data in the field preceding the double star and takes the data following the double star as the intended input. The final input to AEVS would be “12345”.

Return To Main Menu

[* 99 #] Pressing the star key, followed by “99”, followed by the pound sign key [* 99 #] will return you to the main menu and you will hear the following:

“To perform an Eligibility Verification, press 1. To perform a Share of Cost transaction, press 2. To perform a Medi-Service transaction, press 3. To perform a State-

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Only Family Planning program transaction, press 4. To end this call, press 5.”

Help Prompt

[* 4 #] Pressing the star key, followed by “4”, followed by the pound sign key [* 4 #] will cause AEVS to speak the following message:

“Special touch-tone features exist for this application. To repeat the previous prompt, press star pound [#]. To void data entered, press star star [* *] and re-enter the correct data. To go to the main menu, press star nine nine pound [* 99 #]. Press star four pound [* 4 #] to hear this help message any time during your call.”*

ENTERING ALPHABETIC DATA

Introduction

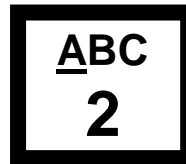
To enter alphabetic data (letters A, B, C, etc.), press the star key (*) followed by a two-digit code representing the letter. This function is used when entering some Medi-Cal identification numbers or procedure codes with alphabetic characters.

Two-Digit Code

The first digit of the code for all letters (except “Q” and “Z”) is the keycap on which the letters appear. The second digit of the code identifies the letter’s corresponding position on the appropriate keycap.

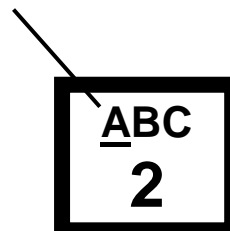
To enter the first digit of the code, press the keycap on which the letter appears. To enter the second digit of the code for the letter, find the position of the letter on the keycap (first, second or third position) and press the corresponding keycap representing the position (**[1]**, **[2]** or **[3]**).

For example, to enter the two-digit code for the letter “A,” first press the star key (*), then press **[2]** keycap to identify “A”:

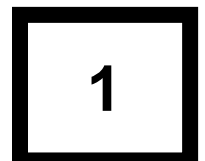


Then press the **[1]** keycap to identify the first position:

first position



Press



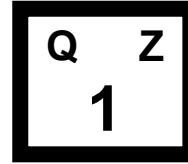
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Alphabetic Codes

“Q” and “Z”

Therefore, the two-digit code for the letter “A” is * 21.
Since the letters “Q” and “Z” do not appear on any keycap of the touch-tone keypad, these two letters are treated as though “they are the first two letters on keycap [1].

Press



for characters Q and Z

To enter “Q,” press (*) plus [1] to identify the letter “Q” and [1] to show that “Q” is in the first corresponding position on the keycap. Therefore, the two-digit code for the letter “Q” is * 11.

To enter “Z,” press (*) plus [1] to identify the letter “Z” and [2] to show that “Z” is in the second corresponding position on the keycap. Therefore, the two-digit code for the letter “Z” is * 12.

14-digit Medi-Cal ID

To enter the 14-digit Medi-Cal Identification Number “443C5213910234” you would identify the letter “C” by entering the following two-digit code (including the required star):

C = * 23

Therefore, the touch-tone entry for “443C5213910234” would be “443*235213910234”.

9-digit ID Number

To enter the 9-digit ID Number “444-55-611P” you would identify the letter “P” by entering the following two-digit code (including the required star):

P = * 71

Therefore, the touch-tone entry for “444-55-611P” would be “44455611*71”.

HCPCS Codes

To enter the HCPCS code “Z2345” you would identify the letter “Z” by entering the following two-digit code (including the required star):

Z = * 12

Therefore, the touch-tone entry for “Z2345” would be “*122345”.

List of Alphabetic Codes

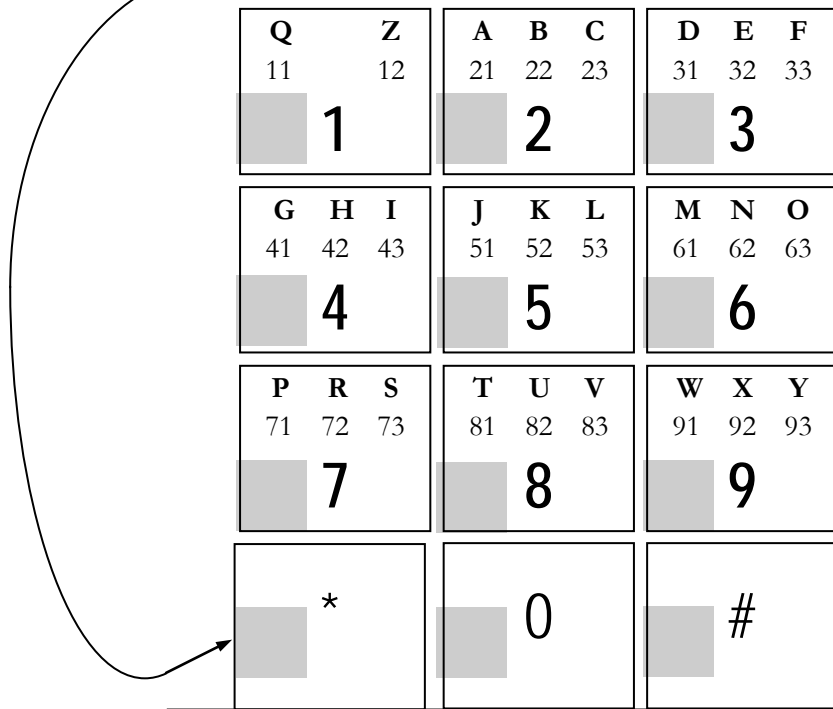
The alphabetic code listing for AEVS is as follows:

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<u>LETTER</u>	<u>2-DIGIT CODE</u>	<u>LETTER</u>	<u>2-DIGIT CODE</u>
A	* 21	N	* 62
B	* 22	O	* 63
C	* 23	P	* 71
D	* 31	Q	* 11
E	* 32	R	* 72
F	* 33	S	* 73
G	* 41	T	* 81
H	* 42	U	* 82
I	* 43	V	* 83
J	* 51	W	* 91
K	* 52	X	* 92
L	* 53	Y	* 93
M	* 61	Z	* 12

Alphabetic Code Listing

Press * before entering the two-digit code



AEVS: (800) 456-AEVS (2387)

Function Keys

Keys Purpose

- [#] End data entry in a field; proceed to next field
- [* #] Repeat the menu option
- [* *] Delete the current data entry in a field
- [* 99 #] Return to the main menu