



# NEWSLETTER

Volume 16 No. 12

September 2006

**TO:** All Providers - For Action  
 Health Maintenance Organizations - For Information Only

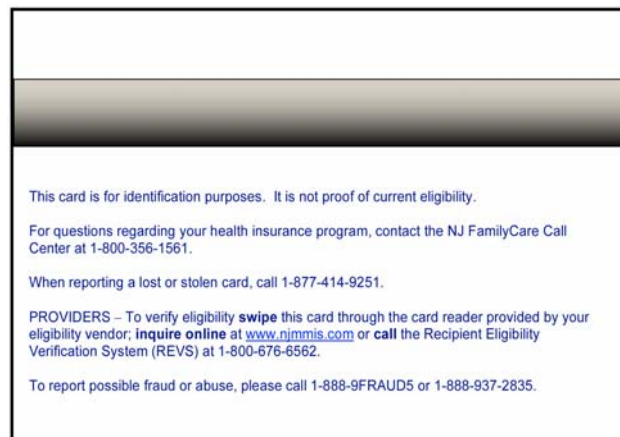
**SUBJECT:** Revision and Update of Newsletter Volume 16, Number 5 - NJ FamilyCare/Medicaid Health Benefits Identification Card (HBID)

**EFFECTIVE:** June 1, 2006 (Camden, Monmouth and Sussex) and  
 October 1, 2006 (Bergen, Cape May, Gloucester, Mercer, Morris, Salem, Somerset, Union and Warren)

**PURPOSE:** To advise providers of the revised replacement schedule for the plastic NJ FamilyCare/Medicaid Health Benefits Identification (HBID) Card

**BACKGROUND:** New Jersey's FamilyCare/Medicaid program began replacing monthly paper client identification cards with the **Health Benefits Identification (HBID) card, a permanent, plastic, magnetic strip card**. The HBID card was piloted in three counties--Camden, Monmouth and Sussex--for use by clients beginning June 1, 2006.

**ACTION:** **Clients residing in Bergen, Cape May, Gloucester, Mercer, Morris, Salem, Somerset, Union and Warren counties will receive their HBID cards in September 2006 for use beginning October 1, 2006.** Below is a depiction of the front and back of the HBID card:



## Key Facts about the HBID card:

- Each family member will receive his or her own plastic HBID card
- The paper card was issued each month; the plastic HBID identification card is a **permanent** card
- The plastic HBID card is for identification purposes only; **providers must verify eligibility before they provide services**
- The HBID card is an upgrade in technology and does not change existing policy
- Current eligibility verification methods -- REVS, MEVS or POS -- will still be available; electronic verification of eligibility -- eMEVS -- became available September 1, 2006.

## **Significant Differences between the paper identification card and the HBID card:**

The paper card is case-specific and includes eligibility, HMO enrollment and other insurance information on the front of the card for all eligible family members. The plastic HBID card is client-specific and contains only a non-intelligent sixteen digit card control number (CCN) and the individual client's name. Because the HBID card does not contain a Medicaid ID or an eligibility date, it is for identification purposes only and it is not proof of eligibility. Each provider must still verify eligibility prior to rendering a service to which the client is entitled. Information regarding the client's service package or plan can be obtained through REVS/MEVS. Providers must continue to refer to newsletters for information regarding the client's particular service package or plan. The CCN is not to be used for billing purposes and providers will continue to use the Medicaid ID when billing for services rendered. The HBID card does not support a good faith claim in the same way as the paper card. Good faith can only be established through the verification of eligibility at the time a service is rendered. The back of the HBID card has a magnetic strip similar to a credit card or an ATM card. Providers will have the option to purchase a swipe box (from a third party vendor) to automatically enter the CCN into their preferred eligibility verification system.

**The HBID card will be mailed to clients in an inactive status.** That is, the first provider who uses the HBID card will activate the card and, in most cases, the activation process will be transparent. The one exception is REVS, where the provider will be prompted for a date of birth to activate the card. For all other systems, the date of birth is already a required field in the transaction.

**Emergency Services:** The Medical Assistance Customer Centers (MACC), the County Boards of Social Service (CBOSS), State agencies (such as DYFS, DFD and DDD), and NJ FamilyCare vendor discontinued issuing paper cards and FD-34s for the pilot counties (Camden, Monmouth, Sussex) on June 1, 2006. **Bergen, Cape May, Gloucester, Mercer, Morris, Salem, Somerset, Union and Warren counties will discontinue use of the paper card on October 1, 2006.** In instances where a client requires emergency medical services and the client does not have an HBID card, the client must obtain an emergency services letter from the appropriate eligibility agency (CBOSS, MACC office or State agency and vendor) to present to the provider. The Emergency Services letter will contain the pertinent information which the provider will need to submit claims for that client. The letter will also include an expiration date when the letter will no longer serve as a substitute for an HBID card. (Attached is a sample of the emergency services letter).

**Damaged, Lost or Stolen Card:** At the time a client reports that his or her HBID card is damaged, lost or stolen, the card will be deactivated. If the client requires medical services before he or she receives a replacement HBID card, the client will have to obtain an Emergency Services letter from the appropriate eligibility agency. If the provider suspects fraudulent use of an HBID card, the provider should contact 1-888-9FRAUDS or 1-888-937-2835.

**Questions:** If you have any questions about the HBID card, please contact the Unisys HBID Unit, which is available to providers, clients and to County Welfare Agency staff and Statewide Eligibility Determination Agency staff through a toll-free number, **1-877-414-9251**. This unit will also be responsible for the issuance of all replacement HBID cards.

**RETAIN THIS NEWSLETTER NUMERICALLY BEHIND THE NEWSLETTER TAB  
(BLUE TAB MARKED "5")**

# State of New Jersey

DEPARTMENT OF HUMAN SERVICES  
DIVISION OF MEDICAL ASSISTANCE AND HEALTH SERVICES

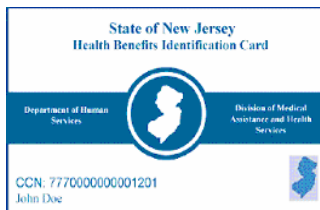
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JON S. CORZINE  
Governor

JAMES W. SMITH, JR.  
Acting Commissioner

ANN CLEMENCY KOHLER  
Director

## HEALTH BENEFITS IDENTIFICATION CARD Emergency Services Letter



Dear Provider: (Please see checked block below)

- NEW APPLICANT:** The NJ FamilyCare/Medicaid client listed below has been newly approved as eligible, and will receive a permanent plastic Health Benefits Identification (HBID) card in the mail shortly. In the meantime, please accept this letter in place of the client's new permanent HBID card. **For new applicants only this letter serves as temporary verification of Medicaid eligibility for the period listed below.**
- CLIENT AWAITING REPLACEMENT CARD:** The NJ FamilyCare/Medicaid client listed below is awaiting a replacement card. In the interim, please use the Medicaid information for the client, printed below, in order to determine eligibility for this client using any one of the available eligibility verification systems you normally use. **This letter is not proof of eligibility for this client.**

CLIENT	
Medicaid ID	
Client Name	
Date of Birth	
HMO Plan & Service Package	
TPL & Medicare Coverage	
Pharmacy Restrictions	
Client Address	
AUTHORIZING OFFICE	
Office Name	
Name of Staff Contact	
Phone Number	
<b>EMERGENCY SERVICES LETTER VALID FROM _____ UNTIL _____</b>	