



Administrative Use of SSN Policy and Program Changes

December 15, 2006

Note: The California Department of Health Services (CDHS) hosted a roundtable on December 15, 2006 to discuss Assembly Bill 3029 and the changes to the administrative use of Social Security Numbers (SSNs) when billing Medi-Cal. This document contains the notes from the roundtable discussion.

Objectives

- Provide background on Assembly Bill 3029 (Statutes of 2004, Chapter 584)
- Share the California Department of Health Services (CDHS) approach for complying with the AB 3029 billing requirements
- Solicit feedback from Medi-Cal's provider association community on potential impact of these changes

Agenda

- Assembly Bill 3029
- Use of Social Security Numbers (SSNs)
- Eligibility Verification
- *Treatment Authorization Requests* (TARs)
- Administrative Billing
- CDHS Approach: Billing Requirements
- Benefits Identification Cards (BICs)
- Resource Information

Assembly Bill 3029

AB 3029: Medi-Cal Provider Reimbursement
(Section 14045 of the Welfare and Institutions Code)

- Prohibits the use of the SSN when billing Medi-Cal
- Requires providers to use the recipient's 14-character BIC number for billing Medi-Cal
- Allows exceptions to the billing requirements for:
 - Hospitals
 - Long Term Care Health Facilities
 - Licensed Primary Care Clinics
 - Emergency Medical Transportation Services



Use of Social Security Numbers (SSNs)

CDHS recognizes the importance of protecting the identity and the health information of recipients and has strongly encouraged all providers to avoid using a recipient's SSN whenever possible, including for the purposes of eligibility verification, submission of TARs and administrative billing.

Eligibility Verification

- Requires the recipient's BIC number, date of birth and card issue date.
- BICs are no longer issued with SSNs.
- Effective 1/1/07, all paper immediate need cards will be issued with the 14-character BIC ID (no SSNs) and a card issue date.
 - Effective 3/1/07, acceptance of the date of service in lieu of the issue date will be discontinued for eligibility inquiry.
- If a recipient does not have their BIC or paper ID card, providers will be able to use the recipient's SSN to verify eligibility using the telephone Automated Eligibility Verification System (AEVS).
 - AEVS requires recipient ID number (BIC, CIN, SSN) and recipient's date of birth. AEVS does not require a card issue date.

Treatment Authorization Requests

- TARs submitted with a recipient's SSN will continue to be accepted. The SSN will be redacted before being returned to the provider.

Administrative Billing (Medi-Cal Billing)

- Effective **March 1, 2007**, providers will no longer be allowed to bill Medi-Cal using a recipient's SSN.
- Legislated exceptions apply:
 - Hospitals
 - Long-Term Care Health Facilities
 - Licensed Primary Care Clinics
 - Emergency Medical Transportation Services



CDHS Approach: Billing Requirements

Unless exempted by legislation, claims billed with a recipient's SSN **and** a date of service on or after **March 1, 2007** will be denied.

- A new denial message has been developed for the paper Remittance Advice Detail (RAD).RAD message 0046: SSN not permitted for billing Medi-Cal.

Billing Exception Criteria

Claim Type

The following claim types will be excluded from the billing requirements:

- Inpatient
- Long-Term Care
- Crossovers

Category of Service

Emergency medical transportation services:

- Ambulance – Land (emergency transport only)
- Ambulance – Air or water (emergency transport only)

Place of Service

Place of Service will be used to exclude the following types of claims from the billing requirement:

- Outpatient
- Medical



Place of Service Codes

Hospital

- A hospital licensed pursuant to Chapter 2 (commencing with Section 1250) of Division 2 of the Health and Safety Code

Long Term Care

- A long-term health care facility as defined in Section 1418 of the Health and Safety Code

Licensed Primary Care Clinic

• A primary care clinic that is licensed pursuant to subdivision (a) of Section 1204 of the Health and Safety Code. The following types of providers or services are not exempt and are required to use a recipient's 14-character BIC number for billing Medi-Cal:

- Pharmacy
- Optometry
- Durable Medical Equipment (DME)
- CHDP
- CCS
- GHPP

Benefits Identification Cards (BICs)

Recipients who do not have a valid BIC or paper ID card, or who need to report a lost or stolen BIC, should be instructed as follows:

- Supplemental Security Income and State Supplementary Payment Program (SSI/SSPP) and Medi-Cal recipients should contact their county welfare office.
- County Medical Services Program (CMSP) recipients should contact their local CMSP worker.
- California Children's Services (CCS) or Genetically Handicapped Persons Program (GHPP) recipients should contact their local county CCS office or the state GHPP office.



Excluded Entities

Excluded providers will be required to make a good faith effort to obtain the recipient's BIC information for billing and to provide that information to other providers, such as pharmacies and labs, that may not have direct contact with the recipient.

The excluded providers may contact the County to obtain the recipient's BIC ID number.

The provider must be able to furnish the recipient's date of birth and SSN, and/or sufficient information to identify the Medi-Cal recipient (i.e., recipient's name and home address) and sufficient information to assure the County that there is no question as to the identity of the Medi-Cal provider and/or the Medi-Cal recipient.

All other providers, in an emergency or if they can make a reasonable business case, may also contact the County to obtain the BIC information.

Resource Information

- Telephone Service Center (TSC): 1-800-541-5555
- Medi-Cal Web site:
<http://www.medi-cal.ca.gov>
- Authorization for Release of Personal Health Information (PHI):
[http://hipaa.dhs.ca.gov/Policies/DHS 6247 Authorization.pdf](http://hipaa.dhs.ca.gov/Policies/DHS_6247_Authorization.pdf)
- Official California Legislative Information Site:
<http://www.leginfo.ca.gov/bilinfo.html>

