
Electronic Methods for Eligibility Transactions and Claim Submissions

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Medi-Cal offers a variety of electronic methods that allow providers to establish and verify recipient eligibility, perform batch eligibility transactions, clear Share of Cost (SOC), reserve Medi-Services and submit claims. The following electronic methods require that the provider have a telephone or personal computer. Refer to the specific manual sections or Medi-Cal website user guides for the detailed requirements of each electronic method.

Telephone

The following methods require a touch-tone telephone.

Automated Eligibility Verification System

The Automated Eligibility Verification System (AEVS) is an interactive voice response system that allows providers to access recipient eligibility, clear Share of Cost liability and/or reserve a Medi-Service. Refer to the *AEVS: General Instructions* section in this manual for additional information.

Provider Telecommunications Network

The Provider Telecommunications Network (PTN) is an automated voice-response system used as a primary source of checkwrite, claim and authorization information for services rendered through the Medi-Cal program, County Medical Services Program (CMSP), California Children's Services (CCS) and Genetically Handicapped Persons Program (GHPP). Refer to the *Provider Telecommunications Network (PTN)* section in this manual for additional information.

Note: The system provides checkwrite-only information for therapeutic abortion-related services.

Personal Computer/Internet

The following methods require a personal computer, modem and/or Internet access.

Computer Media Claims

The Computer Media Claims (CMC) system permits the submission of Medi-Cal claims via modem (telecommunications) or on the Medi-Cal website at www.medi-cal.ca.gov. Refer to the *CMC* section in this manual for additional information.

Some claims require electronic attachments. Electronic attachments can be sent to Medi-Cal by an approved third-party vendor who will preprocess the attachments and submit them on behalf of the provider. For electronic attachment submissions, the (Attachment Control Number) ACN will be supplied to the provider by the vendor and must be entered in the ASC X12N 837 v.5010 *Paperwork (PWK) Segments*. Contact information for electronic attachment vendors can be found on the Medi-Cal Web site in the *CMC Developers, Vendors and Billing Services Directory*.

Internet Professional Claim Submission System

The Internet Professional Claim Submission (IPCS) system allows providers to submit single professional medical claims. IPCS does not perform online adjudication. For additional information, refer to the *Internet Professional Claim Submission (IPCS) User Guide*, which is available on the Medi-Cal website at www.medi-cal.ca.gov.

Note: Only professional medical claims may be submitted at this time. Institutional or vision claims may not be submitted using IPCS.

Medi-Cal Website

The Medi-Cal website at www.medi-cal.ca.gov allows providers to verify recipient eligibility, clear Share of Cost and reserve Medi-Services.

Note: The Family PACT Web page, located on the Medi-Cal website, allows providers to perform client activation, inquiry, update, recertification and deactivation transactions. Information about the Family PACT Web page is available on the Web or in the *Family PACT Policies, Procedures and Billing Instructions (PPBI)* manual. For information about the PPBI manual, contact the Telephone Service Center (TSC) at 1-800-541-5555.

Providers who submit automated eligibility transactions on the Medi-Cal website need to limit the size of their data stream to 255 bytes or characters. The data stream is submitted through cookies set via their Internet browser. These providers should check their software manual for information about configuring their systems around this limitation.

Real-Time Internet Pharmacy

Pharmacy providers with Internet access may submit single, compound and non-compound pharmacy claims using the Real-Time Internet Pharmacy (RTIP) claim submission system. For additional information, visit the Medi-Cal website at www.medi-cal.ca.gov and select the “Real-Time Internet Pharmacy (RTIP)” Claim System link.

<<Legend>>

<<Symbols used in the document above are explained in the following table.>>

| Symbol | Description |
|---------------|---|
| << | This is a change mark symbol. It is used to indicate where on the page the most recent change begins. |
| >> | This is a change mark symbol. It is used to indicate where on the page the most recent change ends. |