



Integrated System News Bulletin

URGENT - STATE REQUIRES USE OF CLIENT INDEX NUMBER (CIN). THE DEPARTMENT OF MENTAL HEALTH WILL NO LONGER ACCEPT SOCIAL SECURITY NUMBER (SSN) EFFECTIVE JUNE 12, 2008

Attention: FEE-FOR-SERVICE NETWORK PROVIDERS/BILLING AGENTS ONLY

STOP – Impact to You

Effective July 7, 2008, the State Department of Mental Health (SDMH) will no longer accept claims containing social security numbers (SSN) in the “Medi-Cal CIN” (also referred to as the Medi-Cal ID) field. In order to meet the SDMH’s deadline in a timely manner, for Fee-For-Service (FFS) Network Provider and Billing Agent Direct Data Entry (DDE) Users, the Department of Mental Health (DMH) must implement a formatting edit in the eligibility section of the Integrated System (IS) on **June 12, 2008**. This formatting edit will reject and prevent processing of SSNs that have been entered in the “Medi-Cal CIN” field. FFS Network Provider and Billing Agent Electronic Data Interchange (EDI) Users who transmit claims that contain SSNs in the “Medi-Cal CIN” field (loop 2330A, segment NM1, reference description NM109) will receive a negative 835 denial in the SFT folder.



CAUTION – What You Need to Know

Effective Thursday, June 12, 2008, the IS will begin validating DDE Medi-Cal eligibility checks and Medi-Cal claims to ensure that a CIN is entered in the “Medi-Cal CIN” field. Eligibility checks and claims submitted without a valid CIN will be denied.

FFS Network Providers who do not have Medi-Cal CINs for clients are encouraged to access the Medi-Cal website: <https://www.medi-cal.ca.gov/Eligibility/Login.asp>

User IDs and Passwords are required to access the above referenced website. Please contact the Provider Relations Unit at (213) 738-3311 to obtain User IDs and Passwords. Once the website is accessed, FFS Network Providers must enter client’s SSN, date of birth, date of service and beneficiary identification card (BIC) issue date to obtain the 14-digit BIC number. The BIC number is located in the eligibility message field on the website. The first 9-digits of the BIC number is the CIN that should be used in the IS “Medi-Cal CIN” field. If the following error message is received when entering the User ID and Password, “You have not signed up to access Medi-Cal Transaction Services,” a typographical error has occurred. The provider should re-enter the correct

User ID and Password or contact the Provider Relations Unit if positive results do not occur on the second login.

GO – What You Need to Do

EFFECTIVE IMMEDIATELY: FFS Network Provider and Billing Agent DDE Users are strongly encouraged to archive all IS eligibility transactions that were previously processed with an SSN in the “Medi-Cal CIN” field. A new IS eligibility check must be performed using a valid CIN in the “Medi-Cal CIN” field. FFS Network Provider and Billing Agent EDI Users are strongly encouraged to remove SSNs from the CIN field in their software and replace them with valid CINs in the following location: loop 2330A, segment NM1, reference description NM109.

PLEASE NOTE FINAL ACCEPTANCE OF SSN AND CUT-OFF TIME:

FFS EDI USERS: The final date and time that EDI claims will be accepted and processed with SSNs in the “Medi-Cal CIN” field is Wednesday, June 11, 2008, at 5:30 a.m. All claims submitted after Wednesday, June 11, 2008, at 5:30 a.m., will require a valid CIN in loop 2330A, segment NM1, reference description NM109.

FFS DDE USERS: The final date and time that DDE eligibility checks and claims will be accepted and processed with SSNs in the IS “Medi-Cal CIN” field is Wednesday, June 11, 2008, at 6:00 p.m. All claims submitted after Wednesday, June 11, 2008, at 6:00 p.m., will require a valid CIN in the IS “Medi-Cal CIN” field.

The IS will be down on Wednesday, June 11, 2008, from 6:00 p.m. to 10:00 p.m., to incorporate the above referenced system changes.

If you have any questions regarding these new policies and procedures, please contact the Provider Relations Unit at (213) 738-3311.