



Integrated System News Bulletin

Medi-Cal returning red "X" on ALL
Eligibility Checks

Attention: All Providers

NOTE: AS OF 10/5/05...the State has begun processing Eligibility Checks as Usual...this Bulletin is no longer in effect! Users who see Red X's on Medi-Cal Eligibility will have to research the cause!

This Bulletin is being left on line for your information...but Eligibility Checks should be working normally!

STOP – Impact on You

Medi-Cal is currently returning a red "X" on ALL Eligibility Checks. Unless you can verify Medi-Cal eligibility, you will be unable to successfully process a Medi-Cal claim.

CAUTION – What You Need to Know

The error message you will see inside the Eligibility Check is "REQUIRED APPLICATION DATA MISSING INVALID SOFTWARE VER 1SD2359." You will need to get an EVC number to get the claim through the State system.

GO – What You Need to Do

In order to send these claims to Medi-Cal, users must find the client's EVC number using either the MEDS system or POS device, and enter the EVC number in the Payer tab on the outbound claim.



Services Claim - Outpatient - Payer - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://testdmhisintra.co.la.ca.us/AdministrativeWeb/PayerEntry.aspx

Los Angeles COUNTY DEPARTMENT OF MENTAL HEALTH

Home Clinical Administrative Plan CIOB

L.A. COUNTY DMH-LE : 1917-ARCADIA MH : 1917A-ARCADIA MHS - : SHIH-0200742 | JOHN FLYNN

Outpatient Claim

Client: WAY, RED - 2021205 ?

Options

Work Space

Services Payer Client Provider Advanced

Los Angeles County Department of Mental Health

Plan	Description	Authorization
CGF-01		

1

Medicare Amt Pd 0.00 Medi-Cal EVC 12345

Subscriber Name	Subscriber ID	Insurance Company	Amount

1

Continue

Provide Feedback

Confidential patient information, see California Welfare and Institution Code section 5328.

After finding the EVC on MEDS or the POS, enter it HERE

Further information about this Eligibility Check issue will be issued in an IS Alert when it becomes available.