

## Medicaid Certification Hints

Medicaid certification entered into eWiSACWIS takes approximately 2 days from the time it is ready to be sent to MMIS until the eligibility updates. Once the eWiSACWIS records are received by MMIS they go through a series of checks. Eligibility may not update right away for various reasons. Some of the records may have errors and fail for EDS staff review. Consequently, the child's MA eligibility update may be delayed one to two days. Below are some hints to help your transaction through the system.

- Replacement cards are requested through eWiSACWIS or by calling the MA Hotline (1.800.362.3002). Please do not use a 3070.
- MMIS will not accept invalid characters such as apostrophe's ('), comas (,), periods (.), asterisks (\*) and parenthesis (()). It will allow ampersand (&), slash (/) pound sign (#), dash (-) and in care of (%). If invalid characters are used it will result in an edit failure.
- If the child is enrolled in a Medicaid HMO, for any of the eligibility dates sent through eWiSACWIS, the record will fail for review by EDS staff. EDS determines the appropriate disenrollment date of the child from the HMO.
- When entering a 'Certification To' date, it is advised to enter the date as far in the future as possible, perhaps, a year. The reason for this is that the child may have eligibility already on file through a different certifying agency and if the existing end date on the child's file is greater than the eWiSACWIS end date, the other certifying agency's eligibility will remain beyond the eWiSACWIS certification.
- When documenting a Medicaid Certification record: If the Agency = 'a DCF type' (e.g. DCF Adoption Assistance) AND the Med Stat Code = 56, the Certification To field will automatically pre-fill with the date that is the end of the child's 19<sup>th</sup> birthday month (e.g. if child's DOB is 05/17/2001 the Certification To field will automatically pre-fill to 05/31/2020).
- If the child loses IV-E eligibility and consequently Medicaid (or to otherwise end Medicaid), you will send a Cancel certification to end the eligibility. All eligibility beyond the cancel date will be removed. Also, health care providers verifying eligibility will only be given information through the current benefit month and no future dates. So, there is no adverse affect of entering a year's worth of eligibility through eWiSACWIS.
- Using the correct certification types will prevent the records from erring. Using the eWiSACWIS certification history screen or MMIS online query, if available, will help in determining the appropriate certification type to use.