



North Carolina
Department of Health and Human Services
Division of Medical Assistance
Recipient Services EIS

1985 Umstead Drive – 2512 Mail Service Center - Raleigh, N.C. 27699-2512
Courier Number 56-20-06

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Nina M. Yeager, Director
(919) 857-4019

April 8, 2002

Re: Notice Printed on May Medicaid ID Cards

Dear County Directors of Social Services:

On the back of this letter is the text for a notice regarding information on the Lifeline/Link-Up telephone assistance program. This will be printed on all Medicaid ID cards for May 2002. Please share this information with your Income Maintenance staff. Thank you.

Please contact your Medicaid Program Representative if you have questions.

Nina Yeager

DISCOUNT TELEPHONE SERVICE

If you get SSI, Food Stamps, Work First, Medicaid benefits, or received a one time check this year from the Low Energy Assistance Program (LIEAP) or the Crisis Intervention Program (CIP), you also can get a discount on hooking up local telephone service and a discount on your local monthly telephone bill. **(Telephone Service Must Be In Your Name.)**

Link-Up gives a 50% discount, up to \$30 off telephone hook-up and **Lifeline** gives up to \$12.00 off monthly service. Here is how to apply for discounts.

IF YOU DO NOT HAVE TELEPHONE SERVICE NOW:

Contact your telephone company to apply for service. Ask them to mail you a Lifeline-Link-Up Application form.

Take the form to your caseworker at the local department of social services or if you receive SSI, to your local SSA representative for verification.

The agency will mail the form to your local telephone company.

When the telephone company receives the completed form, your **Lifeline** discount will begin. The Link-Up discount will appear on you first bill. (If you request service to be installed before the completed form is received, service will be provided without the Link-Up credit.)

IF YOU ALREADY HAVE TELEPHONE SERVICE:

Contact your caseworker at the local department of social services or if you receive SSI, contact your local SSA representative. Have them complete the **Link-Up/Lifeline** form and mail it to your telephone company.

When the telephone company receives the completed application, the Lifeline discount will begin.

Note: If your telephone services has been disconnected for unpaid bills, you may still be able to get local service and use these discounts. Ask your telephone company for details.

Attorney General Roy Cooper, Chair of Lifeline/Link-up Task Force, urges you to contact your local telephone company to learn more about these discounts.

NOTICE TO MEDICAID RECIPIENT

Use of ID card and Fraud - Show this ID Card to the provider of medical services (doctor, hospital, pharmacy, etc.) when anyone listed on the card needs medical care. The card proves these people are eligible for Medicaid during the valid from and through dates. You must pay for the service if you do not show the card to the provider or if he refuses to accept Medicaid payment. The person to whom the card is addressed must sign it. Use of the card by anyone not listed on the card is fraud and punishable by a fine, imprisonment, or both.

Report Changes- Immediately return the card to the county DSS if a person listed on it moves or dies. Notify your worker at DSS within 10 calendar days of any changes in your situation. Lost cards may be replaced at the county DSS.

Right to Reconsideration Review - You may ask for a review if Medicaid denies prior approval for a service or if you are billed by a provider who accepted your 17-card as payment. To ask for a review, write to DMA, 2519 Mail Service Center, Raleigh, NC 27699-2519 within 60 days of receiving the bill.

NOTICE TO PROVIDERS

Eligible Provider - A provider must be enrolled in the NC Medicaid program to be paid for services rendered to NC Medicaid recipients. if not enrolled, call DMA Provider Enrollment at 919-857-4017 for information and forms.

Prior Approval - Some services must be prior approved for Medicaid payment. Services provided out-of-state must be prior -oved unless they are for a medical emergency, the person's health would be endangered by returning to NC before .ment, or when recipients living near the state border generally use out of state providers located near the NC border. For prior approval of outpatient services call FDS, 800-688-6696. For prior approval of inpatient psychiatric admissions call FMH, 800-770-3084.

Claim Filing - Bill other insurance first; Medicaid is last payor. Medicaid payment is full payment even if charges exceed the payment. Properly completed claims must be received by the state's fiscal agent no later than 365 days from the date of service. Provider enrollment must be completed and approved in time for filing claims in the 365 day time limit.

Prepaid - When "PREPAID HEALTH PLAN ENROLLEE" is printed on the card, the name of the Health Plan and the 1-800 Member Services number also appears. Please call this number before giving care, except for an emergency.