

## 21.4 MEDICAID PROGRAM

The client must present a valid medical card to receive services. A replacement card or other approved verification may be necessary to avoid a medical emergency. See item B below for replacement procedures.

### A. WHEN THE MEDICAL CARD IS REPLACED

The medical card must be replaced any time a client reports that he has not received his card or that he received his card and it is lost, stolen or destroyed and he requests a replacement.

When the client reports non-receipt of the card, the Worker must check RAPIDS to determine if a card was issued. If an incorrect RAPIDS entry is found, the Worker must correct the information and if a card is not issued by RAPIDS, the Worker must issue a manual card or verification letter for the correct period of eligibility.

If the client's address is incorrect and the card has not been returned to Accounts Receivable or the local office, the Worker must correct the address in RAPIDS and issue a replacement card or verification letter for the correct period of eligibility.

### B. PROCEDURES FOR REPLACEMENT

The Worker must replace the medical card by following the procedures in the RAPIDS User Guide.

When a medical card cannot be issued by RAPIDS, the Worker uses a manual card, so long as a supply remains in the office. When the supply of blank cards is exhausted, the Worker uses the RAPIDS letter, NCVR, in Worker Requested Letters, for this purpose. When used for this purpose, the verification letter must be signed by the Worker and initialed by the Supervisor.

When the RAPIDS verification letter cannot be produced, the Worker may issue a written statement on agency letterhead which contains the following:

- Case Name
- Name, date of birth, Medicaid ID number and insurance code for each eligible person
- Period for which coverage is valid

- Any limitations shown on the original card.

The letter must be signed by the Worker and Supervisor.

As supplies of blank medical cards are exhausted in the local office, they cannot be reordered. Any remaining supplies must be kept under lock and key. When issued, the same information detailed above for the verification letter must be typed on the card. A solid line must be typed under the name of the last person listed and the Supervisor must initial on the line. Any limitations shown on the original card must be typed on the manual card. A recording must be made in Case Comments in RAPIDS to show the reason for replacement. A log must be maintained showing the name, case number, date of issuance and reason for issuance.