

## 21.4 MEDICAID PROGRAM / NEMT

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 MEDICAL CARD 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.

---

**Benefit Replacement**

---

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.

### C. PROCEDURES FOR NEMT CHECK REPLACEMENT

The information contained in Items 1 – 6 below describes the circumstances under which an NEMT check is replaced and the procedures for replacement. If the client cashes the check and the money is stolen, lost or destroyed, the money must not be replaced.

The NEMT check is replaced when one of the following conditions are met. The Worker reissues the NEMT check.

#### 1. When The NEMT Check Is Replaced

The NEMT check is replaced when one of the following conditions is met:

- The check is not received by the client and has not been returned to the Department
- The check is received by the client, but is stolen, lost or accidentally destroyed before being cashed.

#### 2. When The NEMT Check Is Not Replaced

When a replacement check is issued and the client subsequently finds or cashes the original check, he must reimburse the amount of the replacement check. Until the amount is repaid in full, the client is ineligible for any future replacement.

#### 3. NEMT Check Remailing Procedures

The following steps are followed for re-mailing a NEMT check.

**Benefit Replacement**

- Determine that the check was issued by inquiring benefit issuance history in RAPIDS on IQPS. The benefit must be in a disposition of issued (IS) and history updated with the actual check number.
- Determine, either by inquiring benefit issuance history or telephone call, that the check has been returned to the Finance Office, Client Accounts Unit.
- If returned, determine the address to which the check should be mailed and request it be released by entering the appropriate information on BIRM in RAPIDS. The Worker must enter "R" for Release.

**4. NEMT Check Replacement Procedures**

The following steps are used for NEMT check replacement. NEMT checks are issued by the Worker.

- If the NEMT check is not received within ten (10) work days, excluding Sundays and holidays, after the expected check receipt date, the Worker must prepare an original and 4 copies of form DF-36, Lost Check Affidavit. When completing the name and address on the DF-36, the information must match the original information on the check.
- The client signs the DF-36 in the presence of the Worker. The information must match the original information on the check. Two witnesses are required if the client signs with an X. Signatures on all copies must be original. The Worker must complete the state, county and date sections of the DF-36.
- If the client is unable to come to the office to sign replacement forms, they are mailed to him. The DF-36 must be notarized and returned to the Worker.
- The client must read or have read to him the DF-36, and told that he must return the original check if later received or found. This same requirement must be explained to clients who complete the DF-36 by mail.
- The Worker sends the original and two copies of the DF-36 to Accounts Receivable, Office of Accounting. A copy of the memorandum and DF-36 is filed in the case record.
- The Worker must request stop payment of the check through RAPIDS stop payment function BISS. Refer to the RAPIDS User Guide.

---

**Benefit Replacement**

---

## 5. If the Original NEMT Check Is Located

If the client later receives or finds the original check, he must return it to the local office and endorse it to the Department. The Financial Clerk or designee accepts the check and issues a receipt.

## 6. Time Limits On Replacements

There is no specific time frame in which a client must request a replacement. There is no limit on the number of times a client may have a check replaced.

## 7. Alternate Issuance

When the client repeatedly loses a NEMT check or reports non-receipt of a check, the Worker should consider the following options.

- If the client appears mentally incapable, consider a referral to the Division of Children and Adult Services for appointment of a committee or protective payment.
- Suggest the client rent a post office box.