

## **Medicaid/CHIP provider manual — Verifying Member Medicaid Eligibility and MCO Enrollment**

The following state required information is added to the Medicaid/CHIP provider manual. This new language replaces current section 3.1 *Verifying Member Medicaid Eligibility*.

### **3.1 Verifying Member Medicaid Eligibility and MCO Enrollment**

Each person approved for Medicaid benefits gets a Your Texas Benefits Medicaid card. However, having a card does not always mean the patient has current Medicaid coverage. Providers should verify the patient's Medicaid eligibility and MCO enrollment for the date of service prior to services being rendered. There are several ways to do this:

- Use TexMedConnect on the TMHP website at [www.tmhp.com](http://www.tmhp.com).
- Log into your TMHP user account and access the Medicaid Client Portal for providers.
- Call the TMHP Contact Center or the Automated Inquiry System (AIS) at 1-800-925-9126 or 1-512-335-5986.
- Call Provider Services at the patient's medical or dental plan.

**Important:** Do not send patients who forgot or lost their cards to an HHSC benefits office for a paper form. They can request a new card by calling 1-800-252-8263. Medicaid members also can go online to order new cards or print temporary cards.

**Important:** Providers should request and keep hard copies of any Medicaid Eligibility Verification (Form H1027) submitted by patients. A copy is required during the appeal process if the patient's eligibility becomes an issue.

#### **Providers access to Medicaid medical and dental health information**

Medicaid providers can log into their TMHP user account and access the Medicaid Client Portal for providers. This portal aggregates data (provided from TMHP) into one central hub - regardless of the plan (FFS or Managed Care). This information is collected and displayed in a consolidated form (Health Summary) with the ability to view additional details if need be.

The specific functions available are:

- Access to a Medicaid patient's medical and dental health information including medical diagnosis, procedures, prescription medicines and vaccines on the Medicaid Client Portal through My Account.
- Enhances eligibility verification available on any device, including desktops, laptops, tablets, and smart phones with print functionality.
- Texas Health Steps and benefit limitations information.
- A viewable and printable Medicaid card.
- Display of the Tooth Code and Tooth Service Code for dental claims or encounters.
- Display of the Last Dental Anesthesia Procedure Date.

<https://providers.amerigroup.com/TX>

Additionally, an online portal is available to patients at [www.YourTexasBenefits.com](http://www.YourTexasBenefits.com) where they can:

- View, print, and order a Your Texas Benefits Medicaid card
- See their medical and dental plans
- See their benefit information
- See Texas Health Steps Alerts
- See broadcast alerts
- See diagnosis and treatments
- See vaccines
- See prescription medicines
- Choose whether to let Medicaid doctors and staff see their available medical and dental information

Note: The [YourTexasBenefits.com](http://www.YourTexasBenefits.com) Medicaid Client Portal displays information for active patients only. Legally Authorized Representatives can view anyone who is part of their case.