

# Denti-Cal Bulletin



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## MISUSE OF BENEFITS IDENTIFICATION CARD: NEW BICS ISSUED

Effective March 1, 2003, the Department of Health Services (DHS) Medical Review Branch is increasing the number of replacement Medi-Cal Benefits Identification Cards (BICs) in an ongoing effort to nullify BICs that may have been stolen or misused. Approximately 10,000 recipients per month will be issued BICs with new Identification (ID) numbers and issue dates. This process may be further escalated as other misuses of BICs are discovered.

When verifying eligibility for the recipients who receive new cards, the Automated Eligibility Verification System (AEVS) will return the eligibility message, "For claims payment, current BIC ID number and date of issue required." Providers must have and use the BIC ID number and issue date from the new card when verifying recipient eligibility. All providers must have and use the BIC ID number and issue date from the new card when submitting claims for reimbursement. If the BIC ID number and issue date of the new card are not on the claim for recipients whose card returns the message, "For claims payment, current BIC ID number and date of issue required," the claim will be denied.

A claim for payment on behalf of a recipient that returns the new eligibility message must include the new BIC ID number and issue date (mmddyy) as follows:

- Paper claims – new BIC ID in Patient Social Security Number (SSN) field (field 2) and new issue date in the Proof of Eligibility (POE) field;
- EDI claims – new BIC ID in SSN field and new issue date in the Comments field; and
- Attaching a copy of the BIC card for documentation purposes will not be accepted.

For assistance with obtaining eligibility information, please call the AEVS Help Desk at (800) 456-2387. For assistance with the POS device or the Medi-Cal Web site, call the POS/Internet Help Desk at (800) 427-1295. If illegal use of a BIC is suspected, or if you have any questions about this policy, call Provider Services at (800) 423-0507.