

Key Dates for Client ID Replacement

The DVHA is on schedule for use of unique identification numbers (UID) for claims submissions starting on October 1. Regardless of the date of service, all claim forms, Electronic Transactions, Adjustment Forms, Refund Forms, Medicare Attachment Summary Forms, Inquiry Forms and Appeal Letters received by HP Enterprise Services on or after October 1, 2010, must contain the new UID number in order to be processed. Following are some key dates to assist providers with this transition.

September 8, 2010

Began mailing new ID cards to beneficiaries. Providers should begin collecting the new ID as beneficiaries are seen.

September 15, 2010

Provider Electronic Solutions (PES) Software Version 2.23 upgrade and full install available on www.vtmedicaid.com under Downloads / Software.

Client ID Replacement Instructions for PES posted to www.vtmedicaid.com under Downloads / Software.

Please note: Do NOT upgrade unless you do not plan to send claims between September 15, 2010 and October 1, 2010. Our claims processing system will not be able to accept the new ID until October 1.

September 24, 2010

Providers may begin using the new ID for eligibility verification via the website or voice response system and claim status via the website. The system will allow entry of either the social security number or the new ID. On valid queries the response will return the new ID regardless of the ID entered.

Please note: the swipe boxes will no longer work for eligibility verification.

October 1, 2010

Providers must use the new Client ID on paper and electronic claims.

Please note: we will accept paper claims containing the social security number if they were mailed prior to October 1.