



# Western Highlands Network News

February 29, 2008

## In This Issue

- Medicaid Eligibility

## Authorization Data

- Concurrent review:02/26/08
- Initial Authorization:02/22/08
- Medicaid Registration: 02/28/08
- IPRS Registration:02/27/08

## Upcoming Trainings/Meetings

- 3/6 SA Provider Meeting  
1-3pm at WHN room 315
- 3/13 DD Provider Meeting  
1:30-3pm at WHN room 315
- 3/18 A Psychiatric Rehabilitation Approach to  
Skill Development Training  
1-4pm at WHN room 315
- 3/20 Claims and Reimbursement Training  
1-3pm at WHN room 315

## Stay Informed!

### **NC Division of Mental Health**

[www.ncdhhs.gov/mhddsas](http://www.ncdhhs.gov/mhddsas)

### **NC Division of Medical Assistance**

[www.dhhs.state.nc.us/dma/home.htm](http://www.dhhs.state.nc.us/dma/home.htm)

### **Value Options**

[www.valueoptions.com](http://www.valueoptions.com)

## Contact Us

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[www.westernhighlands.org](http://www.westernhighlands.org)

### **Corporate Compliance**

To report concerns regarding fraud, waste, or abuse:  
1-800-826-6762

## News Flash!

## Provider Network News

### **Special Bulletin from the DMA to Check Medicaid Eligibility**

The following link will take you to the section of the DMA website where providers can access either the basic Medicaid Bulletins or the Special Bulletins:

<http://www.ncdhhs.gov/dma/bulletin/0701SpecBulletin.htm>

A provider can determine if a consumer has Medicaid by calling in to the Automated Voice Response (AVR) System for Provider Inquiries. Instructions for accessing the AVR are posted at the website above. Once you are there, the instructions take you thru the process step by step.

You can call the AVR for a variety of reasons, for example to check claims status, get prior approval or check eligibility.

- To gain access, you must first enter your/ your agency's Medicaid ID.
- To verify eligibility, you will need to have a Medicaid ID number for the consumer, or you will need to know the consumer's date of birth and Social Security Number.
- Enter the date of service on the telephone keypad and the automated system will tell you if the consumer is Medicaid eligible for that date.

Do not be concerned about making a mistake, the instructions even tell you how many chances you get at keying the correct numbers before the automated attendant cuts you off and you have to start over.