

# PROVIDER TIP SHEET

## Eligibility Verification System (EVS)

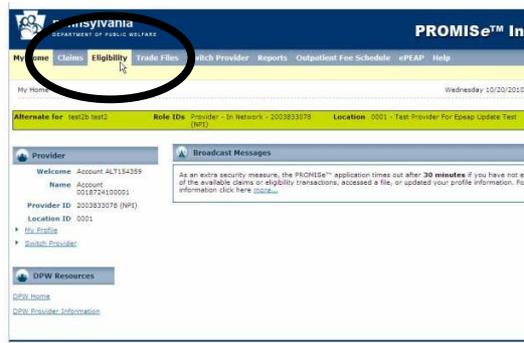
The PROMISe™ Eligibility Verification System (EVS) enables you to determine a Medical Assistance recipient's eligibility as well as their scope of coverage. You can access EVS through a variety of access methods to check eligibility status.

The following steps will aid you in accessing and understanding the Eligibility Verification System using PROMISe™ Internet and the AVRS (Automated Voice Response System).

### PROMISe™ Internet

To access eligibility information using PROMISe™ internet, complete the following steps:

- 1) Select the eligibility tab from the Provider My Home page.



- 2) Select one of the three options listed to enter the Recipient's data.\

A screenshot of the 'Recipient Eligibility Verification' form. The form is highlighted with a black oval. It contains several input fields and dropdown menus. The fields are: 'Recipient ID' (required), 'Card Number', 'SSI', 'Date of Birth', 'First Name', 'Middle Initial', 'Last Name', 'Date of Birth', 'Date of Service From' (required), 'To' (required), 'Procedure/Drug Type' (optional, dropdown menu), and 'Procedure/Drug Code' (optional). There are 'Search' and 'Clear' buttons at the bottom of the form.

- a) Enter the recipient's 10-digit identification number (RID) plus the 2-digit card issue number or,

- b) Enter the Recipient's Social Security Number and Date of Birth or,
- c) Enter the Recipient's Name and Date of Birth. Name must be spelled exactly as Recipient is enrolled with the county or incorrect results may occur.
- 3) Enter a single date or date range (up to 30 days may be checked at one time) you are inquiring about.

Inquiries may be made current date or a date up to two years prior. Dates in the future cannot be checked.

**Recipient Eligibility Verification**

- 4) Click the Search button. Results will appear below the inquiry screen.
- 5) The first section will be the Recipient information which includes the Recipient name, RID, Date of Birth, and Gender. This section is helpful if the recipient ID number you have is incorrect.

Recipient	
Name:	WAVR15,16,11, HAILEY J
Recipient ID:	2101874754
Date of Birth:	01/16/2007
Gender:	Female

### **AVRS Automated Voice Response System**

To access eligibility information using the AVRS, complete the following steps:

- 1) Dial 1-800-766-5387 from your phone. Hours of Operation: 24 hours a day, 7 days a week.

If using the AVRS option you must use the Recipient's 10-digit recipient ID number and 2-digit card issue number.

- 2) Remember to listen to the entire phone message before disconnecting.