

## AEVS: General Instructions

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The Automated Eligibility Verification System (AEVS) is an interactive voice response system that allows you the ability—through a touch-tone telephone—to access beneficiary eligibility, clear Share of Cost (SOC) liability and/or reserve a Medi-Service.

Beneficiary eligibility verification information is available for Medi-Cal, County Medical Services Program (CMSP) and Family PACT. Beneficiary eligibility for the Child Health and Disability Prevention (CHDP) program, the California Children Services (CCS) program or the Genetically Handicapped Persons Program (GHPP) is not available.

There is no enrollment requirement to participate in AEVS. Providers must use a valid Provider Identification Number (PIN) to access AEVS. The PIN is issued when providers enroll with Medi-Cal. If the PIN is unknown, providers should complete and return the *Provider Identification Number (PIN) Reissue Request* form at the end of the *Provider Telecommunications Network (PTN)* section in this manual.

<u>For questions about:</u>	<u>Call:</u>
Operation of AEVS	POS Help Desk: 1-800-427-1295
Medi-Cal Policy	Telephone Support Center (TSC): 1-800-541-5555
Family PACT	Health Access Programs (HAP): 1-800-257-6900

### GENERAL INFORMATION

#### Edit Conditions

Use of AEVS does not guarantee that the claim will be paid. All existing edit conditions – such as service restrictions, SOC certification, provider eligibility or prior authorization requirements – must still be satisfied.

#### Transactions Available

AEVS verifies a beneficiary's eligibility for the current and/or prior 12 months; provides information on SOC, Other Health Coverage and Prepaid Health Plan (PHP) status; identifies beneficiaries in fee-for-service pending enrollment into a Medi-Cal managed care plan, a Denti-Cal managed care plan, or both; identifies any service restrictions placed on that beneficiary; clears SOC liability; and allows podiatrists and certain allied health providers to reserve Medi-Services.

**BIC Card**

When a beneficiary presents a plastic Medi-Cal Benefits Identification Card (BIC), beneficiary eligibility must be verified. BICs are not a guarantee of Medi-Cal, CMSP or Family PACT eligibility because they are a permanent form of identification and beneficiaries retain the cards even if they are not eligible for Medi-Cal, CMSP or Family PACT during the current month.

**HAP Card**

A Health Access Programs (HAP) card is issued and activated by the provider after the client has completed and signed a *Health Access Programs State-Only Family Planning Program Client Eligibility Certification* form. HAP cards are not a guarantee of Family PACT eligibility because they are a permanent form of identification and clients retain the cards even if they are not eligible for Family PACT during the current month.

**Eligibility Verification Confirmation (EVC) Number**

AEVS accesses the most current beneficiary information for a specific month of eligibility. AEVS returns a 10-character EVC number, after eligibility is confirmed. It is recommended to enter in the EVC number in the remarks area of the claim. However, the EVC number is not required information for claim processing.

**Note:** An Eligibility Verification Confirmation (EVC) number is only valid for the provider who submitted the inquiry.

**Unmet Share of Cost**

If the beneficiary has an unmet SOC, no EVC number is given unless the beneficiary is dually eligible (eligible for services under more than one aid code). For a dually eligible beneficiary, who is eligible for certain services with no SOC and the remaining services with a SOC, the aid code and corresponding eligibility message and an EVC number are given in the eligibility response for the non-SOC aid code only. An SOC message is then given for the SOC aid code.

**Important:** To avoid having a claim deny for beneficiary eligibility, the claim must be submitted with the same provider number, beneficiary ID and date of service used for the AEVS inquiry.

## ACCESSING TELEPHONE AEVS

### Introduction

Before you access telephone AEVS, you should have the required information ready to enter using your touch-tone telephone when prompted by AEVS.

### Time Limit

Telephone AEVS allows you a specified amount of time following each prompt to enter information using your touch-tone telephone. If you fail to respond to a prompt within five seconds, AEVS will remind you up to three times. If you have not entered any information after the third reminder, you will “time out” and AEVS will terminate the call with the following message:

*“We’re sorry, we are unable to complete your call. Thank you for calling the Automated Eligibility Verification System. Good-bye.”*

### Error Limits

When entering required information using your touch-tone telephone, AEVS will allow you three opportunities to correctly enter the information. Upon your first and second error, AEVS will prompt you to re-enter the information correctly. After the third error, AEVS will terminate your call with the following message:

*“We are unable to locate the Provider Identification Number. Please review the procedures in your AEVS User Guide or AEVS section of your provider manual. If you have any questions concerning AEVS, please contact the Technical Help Desk at 1-800-541-5555. Denti-Cal providers should call 1-800-423-0507. Thank you for calling the Automated Eligibility Verification System. Good-bye.”*

**Documenting Eligibility Information**

Following receipt of AEVS eligibility information, note the information for future reference when completing your claim forms. Be prepared to write down the eligibility information for each inquiry as it is given to you over the telephone. AEVS will give an Eligibility Verification Confirmation (EVC) number for each inquiry that receives an eligible response.

Providers verifying eligibility information for Medi-Cal beneficiaries may want to use the *AEVS Response Log* to track AEVS transactions. This form is located at the end of the *AEVS: Transactions* section in this manual.

The EVC number should be noted in your patient's records for future reference. AEVS will provide you with the option to repeat eligibility information and the verification code as needed to ensure that you record the information accurately.

**Hours of Operation**

Telephone AEVS is available by using a touch-tone telephone between 2 a.m. and midnight, seven days a week. If you attempt to access telephone AEVS during non-operational hours, you will receive the following message:

*"The Medi-Cal Automated Eligibility Verification System is available between 2 a.m. and midnight. Please call back during these hours of operation. Thank you for calling the Automated Eligibility Verification System. Good-bye."*

In the unlikely event that telephone AEVS is unavailable during normal hours of operation, you will receive the following message when you attempt to verify eligibility for Medi-Cal or County Medical Services Program (CMSP) beneficiaries:

“The Medi-Cal Automated Eligibility Verification System is currently unavailable. Please call back later. Good-bye.”

If AEVS is not available when you attempt to access Family PACT transactions, you will receive the following message:

*“The State-Only Family Planning system is currently unavailable. Please report your problem to the POS Help Desk at 1-800-541-5555.”*

## ENTERING ALPHABETIC DATA

### Introduction

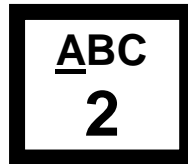
To enter alphabetic data (letters A, B, C, etc.), press the star key (\*) followed by a two-digit code representing the letter. This function issued when entering some Medi-Cal identification numbers or procedure codes with alphabetic characters.

### Two-Digit Code

The first digit of the code for all letters is the keycap on which the letters appear. The second digit of the code identifies the letter's corresponding position on the appropriate keycap.

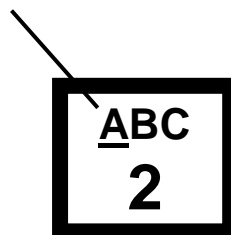
To enter the first digit of the code, press the keycap on which the letter appears. To enter the second digit of the code for the letter, find the position of the letter on the keycap (first, second or third position) and press the corresponding keycap representing the position (**[1]**, **[2]**, **[3]** or **[4]**).

For example, to enter the two-digit code for the letter "A," first press the star key (\*), then press **[2]** keycap to identify "A":

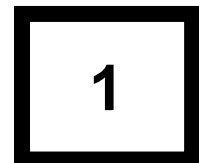


Then press the **[1]** keycap to identify the first position:

first position



Press



Therefore, the two-digit code for the letter "A" is \* **21**.

**14-digit Medi-Cal ID**

To enter the 14-digit Medi-Cal Identification Number "443C5213910234" you would identify the letter "C" by entering the following two-digit code (including the required star):

C = \* 23

Therefore, the touch-tone entry for "443C5213910234" would be "443\*235213910234."

**Nine-digit ID Number**

To enter the nine-digit ID Number "444-55-611P" you would identify the letter "P" by entering the following two-digit code (including the required star):

P = \* 71

Therefore, the touch-tone entry for "444-55-611P" would be "44455611\*71."

**HCPCS Codes**

To enter the HCPCS code "Z2345" you would identify the letter "Z" by entering the following two-digit code (including the required star):

Z = \* 94

Therefore, the touch-tone entry for "Z2345" would be "\*\*942345."

**List of Alphabetic Codes**

The alphabetic code listing for AEVS is as follows:

<u>LETTER</u>	<u>2-DIGIT CODE</u>	<u>LETTER</u>	<u>2-DIGIT CODE</u>
A	* 21	N	* 62
B	* 22	O	* 63
C	* 23	P	* 71
D	* 31	Q	* 72
E	* 32	R	* 73
F	* 33	S	* 74
G	* 41	T	* 81
H	* 42	U	* 82
I	* 43	V	* 83
J	* 51	W	* 91
K	* 52	X	* 92
L	* 53	Y	* 93
M	* 61	Z	* 94

**Alphabetic Code Listing**

Press \* before entering the two-digit code

<b>1</b>	A B C 21 22 23 <b>2</b>	D E F 31 32 33 <b>3</b>
G H I 41 42 43 <b>4</b>	J K L 51 52 53 <b>5</b>	M N O 61 62 63 <b>6</b>
P Q R S 71 72 73 74 <b>7</b>	T U V 81 82 83 <b>8</b>	W X Y Z 91 92 93 94 <b>9</b>
<b>*</b>	<b>0</b>	<b>#</b>

**AEVS: 1-800-456-AEVS (2387)**