

Web Tool Times



Up-to-date information about the South Carolina Medicaid Web-based Claims Submission Tool

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SPECIAL EDITION! Web Tool Enhancements Effective May 6, 2004

Many of you have suggested ideas, through Help Desk calls, Web Tool training classes and evaluation form comments, about how we could improve the South Carolina Medicaid Web-based Claims Submission Tool. We listened, and have put many of your suggestions into action! On the evening of May 6th, South Carolina Department of Health and Human Services will install new enhancements to the South Carolina Medicaid Web-based Claims Submission Tool (SCMWBCST)!

This issue of the Web Tool Times is totally devoted to introducing you to these new enhancements; therefore, we are not including our normal columns, Let's Talk About..., What's New... and Have You Heard? Frequently Asked Questions (FAQ) are still featured on the last page.

We anticipate that these enhancements will make the Web Tool even easier for you to use. Read on to learn more about these important changes!

Batch Eligibility

One of the major enhancements to the SCMWBCST is Batch Eligibility. Until May 6th, Web Tool users could only check eligibility for one recipient at a time. Now, users are able to submit eligibility inquiries for up to fifty recipients in a batch. You may verify eligibility using either the South Carolina Medicaid ID or Social Security Number. You may also enter recipient information multiple times to check multiple dates of service. Eligibility results are returned in a list that allows you to view and print by *individual*, *multiple* (using the check block) or *all* results. This flexible function also provides the option to add the recipient information to your Recipient list!

To reach the Eligibility Verification Multi Inquiry Screen, log on to the South Carolina Medicaid Web-based Claims Submission Tool (SCMWBCST). Click on **Eligibility**; then click **Verify Multi Recipient**.



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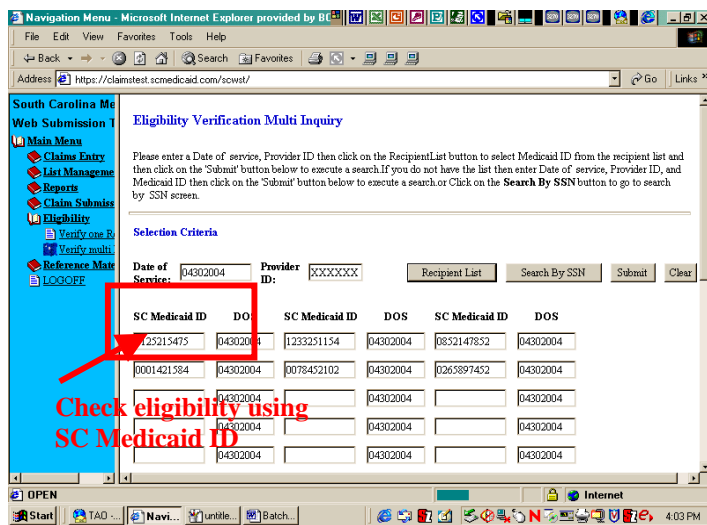
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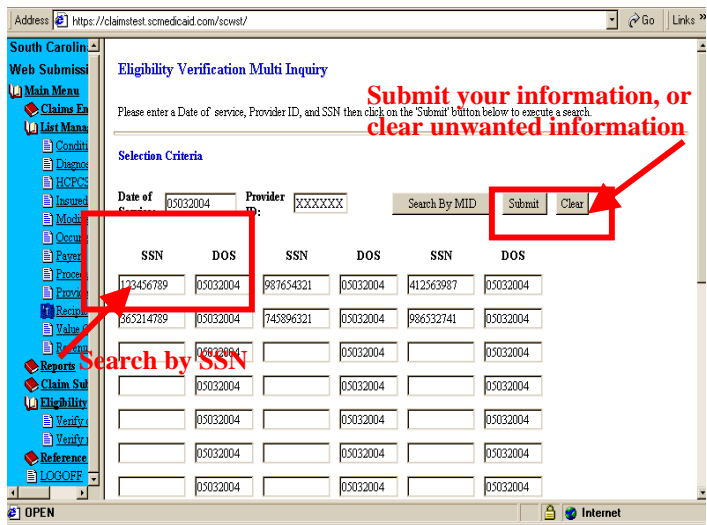
Batch Eligibility (cont.)

The Eligibility Verification Multi Inquiry screen offers several search options:

- 1) You can search eligibility by the recipients' SC Medicaid ID Numbers. To do this, enter the 10-digit numbers into the fields for **SC Medicaid ID**, and type the dates of service (**DOS**) you wish to query.
- 2) You can search using your Recipient List. Click the **Recipient List** button, and select up to 50 recipients. Clicking **Submit** will add these names to the selection screen. Note: each time you select from the Recipient List, the system will overwrite entries you have previously selected for inquiry.
- 3) You can search by clicking the **Search By SSN** button and keying the recipients' Social Security Numbers. Note: when searching by SSN, you may not select from the Recipient List in List Management.

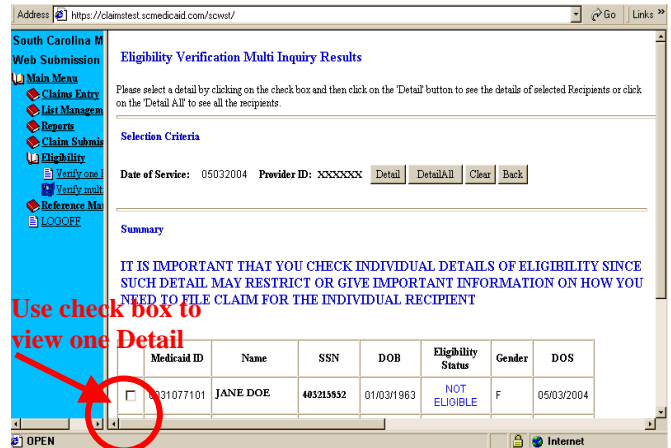


Once you have entered all of your information, press **Submit** to query the eligibility system. You may press **Clear** to clear out any unwanted information.



The query will return, in list format and alphabetically by last name, each of the recipients entered and indicate if the recipient is *Eligible* or *Not Eligible*. Note: *Not Eligible* information is highlighted in blue.

You have two options to view the detailed eligibility results. To view specific recipient information, click the check box appearing before the recipient name, and press **Detail**; to view detail on all recipients in your list, press **Detail All**. To remove results from the screen, press the **Clear** button. The **Back** button takes you back to the eligibility selection screen.



When the Eligibility Verification Results window appears, you will see several options. **New Search** will take you back to the eligibility selection screen to submit another query. Use the **Back** button to return to the Eligibility Verification Multi Inquiry Results screen.

Add the selected recipient to the Recipient List by choosing the **Add to Recipient List** button. The Recipient Last Name, First Name and SC Medicaid ID will appear in the Add window; press **Submit** to add the information to the Recipient List. This works the same for both multi and single eligibility.

