Recipient Communications  
Contractor Responsibilities

RFP Reference:   40.2.8.6 Recipient Communications Contractor Responsibilities, p. 62

We provide a description of our approach to recipient communications in the following subsections:

·         Produce and Mail Medicaid ID Cards

·         Reissue Medicaid ID Cards

***Produce and Mail Medicaid ID Cards***

RFP Reference:   40.2.8.6 Recipient Communications Contractor Responsibilities, item 1, p. 62

**Produce and mail Medicaid ID cards, including any specialized cards such as MediKids, according to State specifications (refer to Appendix L for card media).**

The interChange MMIS will produce the data feeds used to generate identification cards for Medicaid and other programs, such as MediKids, for all eligible recipients. Card stocks used in the production of the identification cards will be plastic ID cards as specified in RFP Appendix L.

During the recipient update process, the interChange MMIS identifies all new recipients using the audit trails in interChange and detects any new records added. Standard functionality in the interChange is to identify critical system functions (for example, name changes) to generate new ID cards. As the update process continues, the interChange system accumulates these new records in an identification card file.

In addition to new recipients, the interChange MMIS tracks recipients for whom a replacement card request was issued based on an external request or an online request. The ID card file will include an indicator assigned during the update process that identifies specialized cards based upon the recipient’s benefit plan.

The interChange system daily submits the identification card file for printing. The print file contains all necessary information to create the new card and includes the State office’s return address in case the card cannot be delivered. EDS will use the established Indianapolis Print Center that is being used by Indiana and Alabama. We carefully selected this print center to use for Florida because of its proven track record. It offers AHCA the security, capacity, and technology needed to issue ID cards effectively for Florida Medicaid recipients.

The Indianapolis Print Center will print and mail the ID cards. Our solution includes affixing tape capability. This capability allows up to four ID cards to be affixed on a standard 8 ½” by 11” sheet of paper. This eliminates the need for costly carriers and reduces AHCA’s overall administrative expenses.

**a.   Maintain the link between each recipient’s card control number and their recipient ID.**

We will maintain the link between each recipient’s card control number and their recipient ID. The Florida Recipient ID Card window will identify the recipient’s card control number and their recipient ID number. EDS will maintain this link accordingly for each card issued. If a replacement card is issued, it will display the replacement card control number linked to the same recipient ID number.

Thorough tracking of changes in the interChange recipient business function means users can follow the history of changes made to a recipient’s information and quickly resolve any conflicts between the recipient data and external entities. Recipient ID card business processes track the history of all card replacement activity. This detailed activity will help AHCA identify recipients that need assistance with the ID card process.

**b.   Package cards according to State specifications.**

The Indianapolis Print Center will package cards according to specifications set by the State. RFP Appendix L outlines some of these specifications, but EDS will meet with State staff to discuss specifics prior to production and mailing. Affixing capability used for card production will reduce AHCA’s administrative costs.

**c.   Insert envelopes with up to four (4) Medicaid ID cards and a benefit brochure in the same envelope.**

We will include up to four Medicaid cards for the same address in the same envelope, along with a benefit brochure. EDS will mail Medicaid ID cards in a colored envelope for easy identification if they are returned.

**d.      Provider sufficient English and Spanish-speaking operators to respond to all calls within State-approved standards.**

EDS will provide both English-speaking and Spanish-speaking operators within the contact center to assist the Medicaid population within State‑approved standards. Assisting Florida’s recipients in their native language promotes accurate and timely communication. We currently provide bilingual services in other states and have found this to be the most customer service-oriented approach for communicating with Spanish-speaking recipients.

In addition to our bilingual telephone services, EDS will provide live online chat and e-mail capabilities in both English and Spanish. For more information on this subject, refer to the “Call Center Management System” subsection in “Tab 9—Technical Approach to Operations.”

**e.   Mail cards within one (1) workday of the time the Contractor has all the data necessary for issuing the card.**

We will mail cards within one workday of the time we have all the data necessary for issuing the card. The interChange system automatically submits the identification card file for print once all the data is entered into the system. The print file contains all necessary information to create the new card. The Indianapolis Print Center prints and mails the cards within one workday of printing. This daily automated process promotes timely card production and receipt.

**f.    Track and provide a daily report of all returned cards, including:**

**(1) Recipient’s name**

**(2) Card number**

**(3) Reason for its return (moved, deceased, etc.)**

**(4) Date received by the Contractor**

The interChange MMIS maintains an automatic audit trail of ID card requests and activity including information such as the following:

·         Recipient’s name

·         Card number

·         Date received

·         Reason for the replacement

·         Date requested

·         Date created

·          New or replacement card

This information is updated online in real-time on the Recipient ID Card browser page. The audit trails and the recipient ID card history are accessible via online browser pages by authorized users.

***Reissue Medicaid ID Cards***

RFP Reference:   40.2.8.6 Recipient Communications Contractor Responsibilities, item 1, p. 62

**Reissue Medicaid ID cards using procedures approved by the State.**

EDS will reissue Medicaid ID cards using procedures approved by the State. Authorized users can request the replacement ID cards through the secure Web portal. We will generate and distribute replacement Medicaid and MediKids identification cards. They will be plastic, magnetic-striped cards that meet American National Standards Institute (ANSI) Uniform Health Care ID Card standards.

**a.   Invalidate the old Medicaid ID card, reissue and mail a replacement card within two (2) workdays when procedures for requesting reissue are complete.**

EDS will invalidate the old Medicaid ID card, reissue, and mail a replacement within two workdays once procedures for requesting reissue are complete.

The following graphic depicts a sample interChange Recipient ID Card Tracking browser page used to identify when an ID card was issued and for what reason.

**Sample interChange Recipient ID Card Tracking Page**

*The interChange ID Card Tracking browser page identifies when an ID card was issued and for what reason.*

**b.   Accurately track the reissue.**

Our solution accurately tracks the reissue process. The interChange MMIS maintains an audit trail of all ID cards—new and reissued—generated through the interChange MMIS. These audit trails include a historical view of a recipient’s ID cards and control numbers. The audit trails and the recipient ID card history are accessible by authorized users via online browser pages .

**c.   Assign the same recipient ID to the new card.**

The interChange MMIS will assign the same recipient ID to the new card. Replacement ID cards contain only one different element than the original card—a different control number. The information on the ID card, including the recipient ID number, remains the same. If the recipient has a name change, the new card will reflect this change, but the recipient ID will remain the same on the new card.