

Sample of New Medicaid Identification Card

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ANNUAL MEDICAID IDENTIFICATION CARD

CASEHEAD NAME
CASEHEAD ADDRESS LINE 1
CASEHEAD ADDRESS LINE 2
CASEHEAD ADDRESS LINE 3
CASEHEAD ADDRESS LINE 4
CASEHEAD ADDRESS LINE 5

RECIPIENT I.D. RECIPIENT NAME ISSUE DATE
000.00.0000.N JONNXXXXX Q. PUBLIC JULY 1, 2009

PRIMARY CARE PROVIDER NAME
PRIMARY CARE PROVIDER ADDRESS LINE 1
PRIMARY CARE PROVIDER ADDRESS LINE 2
PRIMARY CARE PHONE NO. AND AFTER HOURS NO.

Recipient Signature _____
(Not valid unless signed)

USE OF THIS CARD BY ANYONE NOT LISTED ON THE CARD IS FRAUD
AND IS PUNISHABLE BY A FINE, IMPRISONMENT OR BOTH

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For questions about your Medicaid coverage and/or to report
Medicaid Fraud, Waste or Program Abuse, please contact
CARE-LINE at 1-800-662-7030 or locally call 919-855-4400.

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NOTICE TO PROVIDERS

The Medicaid Identification card is not proof of Medicaid eligibility. It is the responsibility of the medical provider to verify the identity of the individual, if the individual is eligible for Medicaid covered services, and the primary care physician with whom the recipient is enrolled. The Automated Voice Response (AVR) system (800-723-4337) allows enrolled providers to readily access detailed information on Medicaid eligibility using a touch-tone telephone.

Eligible Provider: A provider must be enrolled in the NC Medicaid program to be paid for services rendered to NC Medicaid recipients. If not enrolled, go to www.nctracks.nc.gov to find enrollment information and forms or call the CSC Enrollment Verification and Credentialing (EVC) Center at 1-866-844-1113.

- **Prior Approval:** Some Medicaid services must be approved in advance. Refer to the Basic Medicaid Billing Guide at <http://www.ncdhhs.gov/dma/basicmed/index.htm> for prior approval requirements. Changes are published the first of each month in Medicaid Provider bulletins <http://www.ncdhhs.gov/dma/bulletin/index.htm>
- Out of state providers must obtain approval prior to delivering Medicaid services unless there is a medical emergency. In cases of medical emergency, out of state providers must notify North Carolina Medicaid within 72 hours.
- **Claim Filing:** Bill other insurance first; Medicaid is last payor. Medicaid payment is full payment even if charges exceed the payment. Refer to the Medicaid Billing Guide for additional information regarding claim filing.

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