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*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
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**Field Operations Memo 2008-51**  
**October 2, 2008**

**To:** Transitional Assistance Office Staff

**From:**  John Augeri, Assistant Commissioner for Field Operations

**Re:** NewMMIS – New MassHealth Cards: Replacement MassHealth Cards and Temporary MassHealth Cards

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**Purpose of Memo**

The Medicaid Management Information System (MMIS) will be replaced with a new application entitled NewMMIS. NewMMIS is scheduled for deployment on January 5, 2009.

Field Operations Memo 2008-29 stated that MassHealth Cards would begin to be mailed out between July and September 2008. The mailings have been delayed. As a result, the mailings of these cards are now scheduled to begin October 3, 2008.

This Field Operations Memo gives TAO staff:

- information about new REVS functionality;
  - procedures for replacing MassHealth cards; and
  - procedures for issuing Temporary MassHealth cards.
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**New REVS Functionality**

The existing Recipient Eligibility Verification System (REVS) has been modified to allow for verification of client eligibility using the new 12-digit client ID number that will be printed on a new MassHealth card. REVS will continue to allow for verification of client MassHealth eligibility using the client's existing ID number or name, date of birth, and gender. Later this year, REVS will be renamed Eligibility Verification System (EVS).

As cards are mailed, both new and old card replacements will be handled simultaneously in REVS. As a result, the REVS Card Inquiry/Update (CA) screen will be modified (see Attachment A).

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**New REVS  
Functionality  
(continued)**

New features on the REVS Card Inquiry/Update screen include:

- a display of the NewMMIS ID number;
- the ability to request replacement cards for new MassHealth ID cards with the NewMMIS client ID number;
- the mailing date of a NewMMIS MassHealth card; and
- the address to which a NewMMIS MassHealth card was sent.

The CA screen on REVS will be enhanced on October 6<sup>th</sup> to allow MassHealth Customer Service (CST), MassHealth Operations, and the MassHealth Enrollment Centers (MECs) to request cards for MassHealth clients using NewMMIS client ID numbers or the card number, as is current practice.

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**Replacing New  
MassHealth  
Cards**

As a reminder, each new MassHealth card will display the client's name and a new 12-digit client identification (ID) number. The new client ID number will not be based on the client's social security number. Once a client is issued the new client ID number, it will remain the same for life. It will never change regardless of the circumstances or the state agency providing assistance to the family. The NewMMIS ID number can be retrieved by accessing REVS and checking eligibility for a client. For clients getting new cards, a 12 digit NewMMIS ID appears when checking for eligibility. If the client does not yet have a NewMMIS ID, a message will appear on the REVS screen indicating that the NewMMIS ID will be available at a future date.

To replace the new 12-digit MassHealth cards, case managers must:

- enter the 12-digit NewMMIS ID number on the line where it says Card/ID Number (below Session ID) and press Enter.

After entering the NewMMIS ID number, there are two scenarios that are possible:

- ✓ if the client number does not appear on the REVS Card Inquiry/Update Screen, but an error message appears: "NMMIS CARD NOT MAILED" the client has not received a new MassHealth Card. The old 10-digit MassHealth card number must be used to issue the replacement card, following procedures in this memo.
  - ✓ if the client number does appear, continue with the following instructions to replace the new MassHealth card.
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**Replacing New  
MassHealth  
Cards  
(continued)**

- tab to the Record Action field and change the ‘I’ to a ‘C’ (change). Press the Enter key.  
**Note:** The NMMIS mail date field shown on this screen should be identical to the distribution date. Both dates identify when the NewMMIS card was mailed out. Also shown is the address where the NewMMIS card was mailed on that distribution date. When inquiring by NewMMIS ID number, the address for this client may be different when inquiring by the card number. This is the result of system conversion processes for NewMMIS.
  - fill out the applicable fields on the bottom of the CA screen. Those fields are: Card Replacement, Card Replacement Reason, Invalidate Card, and Invalidate Card Reason. Press Enter.
  - the message at the top, center of the CA screen should now say “NO ERRORS - PRESS PF6 TO UPDATE FILE.” Press F6 to save changes and request the card or cards.  
**Note:** If case managers do not press F6, the changes will not be saved and the card will not be requested.
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**Replacing Old  
MassHealth  
Cards**

To replace the old MassHealth cards, case managers must:

- at the REVS Card Inquiry/Update Screen (CA screen), enter the 10 digit MassHealth Card number on the Card/ID Number provided line below Session ID and press Enter. The client or clients will appear on the CA screen.
- tab to the Record Action field at the top right of the screen. Change the ‘I’ to a ‘C’ (change). Press the Enter key. The first name, last name, Recipient ID/Case ID number, and NMMIS mail date will appear for the client or clients on the card.

The NMMIS mail date indicates if a NewMMIS MassHealth card has been issued to the client. There are two scenarios when requesting a card using the MassHealth card number:

- ✓ Scenario 1: If requesting a card and the case manager does not see a date in the NMMIS mail date for the client, the client will receive an old MassHealth card listing all the clients shown on the CA screen. If there are no NMMIS dates shown, the card requesting procedure remains the same as it has been.
  - ✓ Scenario 2: If one or more clients show the NMMIS mail date beside their client ID (RID) number, the client who requested the card will receive either an old or a new MassHealth card depending on the date
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**Replacing Old  
MassHealth  
Cards  
(continued)**

(see Note below). If NMMIS dates are visible, continue to follow the steps below.

**Note:** Whether the client receives a NewMMIS card or an old MassHealth card depends on if there is a mail date on the right side of the RID number. If the client selected has a NMMIS mail date showing, he or she will receive a NewMMIS MassHealth card with only his or her name and ID listed on the card. If the client selected does not have a NMMIS mail date showing, then that client will receive an old MassHealth card with all of the clients showing on the CA screen on that card.

- tab until the cursor is on the left side of the specific client who requested a MassHealth card. Mark an 'X' to indicate this person needs to be sent a replacement card. Repeat for each clients who needs a card.
- fill out the applicable fields on the bottom of the CA screen: Card Replacement, Card Replacement Reason, Invalidate Card, and Invalidate Card Reason. Press Enter.
- the message at the top, center of the CA screen will now say either "NO ERRORS - PRESS PF6 TO UPDATE FILE" or "NMMIS CARD FILE – WRITE OK." Press F6 to save the changes and request the card or cards.

**Note:** If case managers do not press F6, the changes will not be saved and the card will not be requested.

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**Issuing  
Temporary  
MassHealth  
Cards**

Upon receiving a request for a temporary MassHealth card, a case manager must make a presumptive eligibility determination for the applicant/client. If determined presumptively eligible and the applicant is not active on BEACON, the case manager would open their case in a pending status on BEACON. Then, the case manager would create and print out a Temporary ID card following established procedures found in *A User's Guide*, Chapter IV, Section B, Page 18.

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**MassHealth  
MCOs and PCCs**

Clients who are enrolled in MassHealth Managed Care Organizations (MCOs (e.g., Neighborhood Health Plan and Network health) as well as those with the Primary Care Clinician (PCC) Plan) will be receiving a NewMMIS MassHealth card. They should use their new MassHealth card in addition to using their current MassHealth Managed Care cards as they do currently.

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**Questions**

If you have any questions, please have your Hotline designee call the Policy Hotline.

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