

Questions	Responses
You don't have to read this. It's for the presenters! This system is absolutely great! So much nicer than the old one! Well worth the wait...both for the system and for the training. It's too bad you had the delay. That's frustrating for you and us out here who didn't know what was happening. You've done a very nice job on this presentation! Thanks much!	Thanks for your patience.
So TPL's will no longer have to be requested via email?	Question need clarification. Please contact the Training Call Center.
You talked about recording divestment info. Will you talk a bit more about that	Divestment information will be sent to iC through the CARES interface and will continue to be reviewed by someone in the Call Center prior to being updated to iC to ensure the appropriate dates are entered considering notice requirements.
Once you hit submit on the manual cert. form how long before the recipient's card can be used at a provider?	The manual certification is a real-time update. If the member does not already have an active card, a new card will be created the evening of the update and mailed the next business day. If the member has an ID card, the provider can see the eligibility immediately.
Can you use the ssn in the member id field on each page or will you need to record the member id to use on all pages?	If you do not know an existing member's MCI ID, you may use SSN+0 to search. If the member exists on iC, the record will return with the new number. For new cases, or case members, the SSN should go in the SSN field on the eligible members update screen, it will not be used as the ID anymore. Once the "Submit" button is clicked, the system message will display with the member IDs to say they were successfully processed. It will then proceed to a "complete" screen from which you can choose the PDF. The new member IDs will appear on the PDF.
Does a manual 3070 still need to be completed for Well Woman certification. If so, how should it be sent?	Yes, WWMA continues to be a manual update. The portal manual certification should be used.
You did not give much details on the CTS payments. For example now we can look up past payments...ect, can you elaborate?	All past data that exists in the current Legacy MMIS will be converted to iC. This includes all CTS and State SSI data maintained in WSSI.
When & how will old member ID cards be deactivated? After the initial use of their new ID card? Or how will you know that the client actually received their new cards?	The ID cards will be reissued according to the roll-out plan presented in the training. Members will have a period of time between the reissuance of the new ID card and deactivation of their old ID card. Plans are still in work, however, it will be no less than 1 week from the date the ID card with new ID are mailed. Even if the card is deactivated, providers are not prevented from verifying enrollment or billing using the old ID.
If they already have a card and we submit an update to their benefits, will providers be able to see that immediately?	The interface process is not changing. Updates will appear on iC the second business day after enrollment is confirmed in CARES. However, manual certifications used for programs not in CARES will appear immediately after submitted.
How long will they be able to use their old forward card	Answered, above.
The Third Party Liabilities--currently we are having to request via email...will that end?	Question need clarification. Please contact the Training Call Center.
will the link for this be on the gateway page ?	Yes.
when eligibility is confirmed in cww how long will it take for the eligibility to show in this system	Answered, above.
Will members still be able to give their ssn's to providers for billing or will they need member #'s	Old or new IDs can be used for verifying enrollment and billing. However, we strongly encourage members and providers to begin using the new ID asap.
Will the questions and answers from all sessions be made available to all IM staff?	Yes

Will the worker Xpo number be listed on any of the screens in query mode	It will appear on the benefit plan/med stat screen.
If MA had closed for lack of verification on 9/30/08, and I confirm BCPA re-open as of today, when can the customer use the MA card? How long does it take to be active again? Currently we tell them it will be 3-4 working days before the card is good again.	The interface process is not changing. Updates will appear on iC the second business day after enrollment is confirmed in CARES. Manual certifications used for programs not in CARES will appear immediately after submitted. However, using 3 business days as a guide is practical.
Since well woman is not automated like other programs, what do we use for the ID now since social security numbers will no longer be used?	If the woman is new to iC, an ID will automatically be assigned when the manual certification is submitted. You will receive a message displaying the new ID.
Is there anything that needs to be submitted to receive your login id or will it automatically be sent to IM staff?	All IM staff will be automatically loaded into the security access process. You will receive 2 e-mails with instructions. The training guide also contains the security process for your reference.
You just indicated that once you submit the manual certification you are able to find the member ID number. But the training guide indicated that once the submit link is clicked you can no longer print the pdf form.	There are still some minor partner portal modifications pending . A revised guide will be available prior to implementation.
Since 3070's will be done online, will it be linked to the case in CWW or ECF? Right now, we print a copy for scanning purposes.	The 3070 PDF you complete online is NOT linked to ECF at this point. This is why the training guide instructs workers to print or save the PDF version into a Word document so you can import or scan into ECF yourself..
If there needs to be corrections on a "3070" or there is a mistake, how will we be notified with this new system? Will they be emailed back?	It will be very important to take advantage of the 'review your request' option before submitting the manual certification to iC. However, if you believe that you've made an error, you may contact the EDS enrollment maintenance staff to try to resolve the issue. (See contact list at the end of the training guide)
When filling out BCP coupon what do we put for the MMIS NO. ?	You will use the member's ID shown in CWW "Individual Summary" page known as the MCI number.
How will this affect ordering Business Objects or information regarding MC codes for determining who is to handle a TPL claim?	We need more clarification. Perhaps, Gwen should contact the call or training center staff directly to ask this question. However, I don't believe this process has anything bearing on the portal functionality.
Will the mailings be in Spanish as well?	Yes, the stuffers will be English/Spanish, front and back, respectively.
How do we link a newborn who now has a social security number to link it to the temporary pin number or a newborn who was provided a temporary Id and now is added to the AG?	Newborns directly reported to EDS will have an MCI ID assigned. When IM adds the child to the case in CARES, the child's ID, that has been established in the MCI database, will be sent back to CARES and display in CWW the Individual Summary page.