

## Eligibility Verification Comparisons

Before providing services, you need to know the following things:

1. **Dates of coverage:** Is the client a current DMAP client for the date(s) of service? DHS will not pay for services if the client is not eligible on the date services were provided.
2. **Benefits:** What benefit package is the client in? DHS will not pay for services not covered by the client's DMAP benefit package.
3. **Enrollment:** Is the client in an OHP managed care plan? If so, you must bill the managed care plan.
4. **Third-Party Resources (TPR):** Does the client have other health coverage resources (*e.g.*, Medicare)? In most cases, you must bill all other resources first.
5. **Copayment:** Is the client required to pay a copayment? Clients on the OHP Plus benefit package pay copayments for certain services. Some OHP Plus clients are exempt from copayments (*e.g.*, children, pregnant women).
6. **Service Limitations:** Is the client eligible to receive this service at this time (*e.g.*, dental exams or vision services)?

The following chart shows where you will find this information in the eligibility verification options that will be available when the replacement MMIS goes live. If no information is available through one of these services, DHS recommends that you obtain the missing information through one of the other services listed.

	Provider Web Portal	Electronic Data Interchange	Automated Voice Response
<b>Dates of coverage:</b>	Eligibility Inquiry – Client Information Panel (Medicare coverage) Benefit Plans Panel (Medicaid coverage)	270/271	1 – Recipient Eligibility Inquiry
<b>Benefits:</b>	Eligibility Inquiry – Benefit Plans Panel		1 – Recipient Eligibility Inquiry
<b>Enrollment:</b>	Eligibility Inquiry – Managed Care panel		1 – Recipient Eligibility Inquiry
<b>TPR:</b>	Eligibility Inquiry – Third-party liability (TPL) panel		1 – Recipient Eligibility Inquiry
<b>Copayment:</b>	Eligibility Inquiry – Client Information panel		
<b>Service Limitations:</b>	Eligibility Inquiry – Service Limitations panel	270/271	1 – Recipient Eligibility Inquiry