



**Department of Health Care Services
Children's Medical Services Network**



CMS Net Web Replace BIC Section 47

CMS Net Web - Section 47

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2 DEFINITIONS, ABBREVIATIONS, & ACRONYMS

The following terms, abbreviations, and acronyms may be used in this document:

Term	Definition
BIC	Beneficiary Identification Card
CCS	California Children's Services
CIN	Client Identification Number
CMS	Children's Medical Services
CMS Net	CMS Case Management System
CMS Net Legacy	CMS Case Management System – Legacy Application
CMS Net Web	CMS Case Management System – Web Application
DHCS	Department of Health Care Services
GHPP	Genetically Handicapped Persons Program
HCP or HP	Health Care Plan
HFP or HF	Healthy Families Plan
HRIF	High Risk Infant Follow-up
ICD	Int'l Classification of Diseases (Diagnosis/Procedure Code)
Inappropriate Letter	A letter sent to the Provider/Managed Care Plan/HF informing them the referral is incomplete, inaccurate or needs more clarification.
MCP	Managed Care Plan
Medical Home	Client's designated primary care physician and/or the physician who provides a medical home.
MEDS	Medi-Cal Eligibility Data System
MTP	Medical Therapy Program
MTU	Medical Therapy Unit
NICU	Neonatal Intensive Care Unit
PEDI	Provider Electronic Data Interchange
NPI	National Provider Identifier
PMF	Provider Master File (Medi-Cal Provider list)
PSSN	Pseudo Social Security Number
Referral Type	Case or Service
Requestor	Any referral source other than a provider listed in the PMF (Non-PMF provider).
SAR	Service Authorization Request
SCC	Special Care Center
SSN	Social Security Number

3 INTRODUCTION

The Replace BIC module allows users to request a replacement Beneficiary Identification Card for a client.

The Replace BIC module allows users to:

- Select a replacement card request reason.
- Enter comments on a request to save as a case note.
- Compare the client's address in both MEDS and CMS.
- View the Beneficiary Identification Card Request History by previous Request Date, BIC Request Reason, Requested By and Comments.

Changes from Legacy

- Removed existing business rule that states that if the address in CMS does not match the address in MEDS, the Beneficiary Identification Card will not be issued.



Figure 3-1 - Replace BIC Menu

4 SEARCH BIC SCREEN

4.1 Search for Client

Figure 4-1 - Search for Client

4.1.1 Last Name

Enter a client's Last Name then press Enter or click Find to select a client.

4.1.2 First Name

Enter a client's First Name and Last Name then press Enter or click Find to select a client. Last Name is required when searching by First Name unless other criteria are entered, such as Gender.

4.1.3 Case

Enter a client's 7 digit case number to select a client with a 1 to 1 match. Legacy cases may be less than 7 digits long and case numbers may eventually be generated that are longer than 7 digits as the client base grows.

4.1.4 CIN

Search for a client using their 9 digit Client Identification Number (CIN). CIN numbers are formatted as 12345678A. This field is limited to 9 digits. CIN numbers may include a 10th character, called a check digit, and may or may not include a leading space. This check digit should be removed when searching by CIN and will be truncated if the full 10 digit number is pasted into the field.

4.1.5 SSN

Search for a client by Social Security Number (SSN) or Pseudo Social Security Number (PSSN), an alternate number issued in lieu of a valid SSN. SSN is a 9 digit number, formatted as 123-45-6789. PSSN is a total of 9 characters long, 8 digits and ends with the letter P, formatted as 123-45-678P.

4.1.6 DOB

Search for a client by Date of Birth (DOB), using the format MM/DD/YYYY or M/D/YY. This field is typically used in combination with the client's name and gender.

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4.1.7 Gender

Search for a client by selecting their Gender from the dropdown list. This field is typically used in combination with a name and date of birth. The following selections are available: Male, Female, Not Known

4.1.8 County

Search for a client by selecting their County. This field is typically used in combination with other selections, such as client name, gender and/or date of birth.

4.2 Navigation Buttons

4.2.1 Find

Find buttons may appear to the right of fields that have a multi-select list which is dynamic, and/or too lengthy to display in a drop-down menu. These fields allow a user to enter search criteria and click the Find button to display a list of results to choose from. A user can then make a selection and search for referrals based on this criteria. These fields are sometimes used in combination with other criteria.

4.2.2 Continue

Performs search based on selected criteria and returns results.

4.2.3 Reset

Clears all criteria previously selected or entered in fields.

5 REPLACE BIC SEARCH RESULTS SCREEN

5.1 Search Results Fields

Once you have entered search criteria and located the client, you will see the Search – Coverage screen.

<input type="checkbox"/>	Last Name	First Name	Case #	CIN	SSN	DOB	Gender	County	
<input checked="" type="checkbox"/>	Case,Test		8888888	34069773A9		02/19/2000	Male	Yolo	X

Figure 5-1 - Replace BIC Search Results Screen

5.1.1 Select

Select a client by clicking the check box in the far left column on the row corresponding to the desired client.

5.1.2 Client Name

Displays search results by client's full name or alias.

5.1.3 Case Number

Unique 7 digit number assigned to a case during registration. Legacy cases may be less than 7 digits long and cases numbers may eventually be generated that are longer than 7 digits as the client base grows.

5.1.4 CIN

Displays search results by Client Identification Number, a unique identification number assigned by Medi-Cal.

5.1.5 SSN

Displays search results by the clients SSN.

5.1.6 DOB

Displays search results by client's date of birth.

5.1.7 Gender

Indicates if the client is male, female, or the gender is not known.

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5.1.8 County

The Legal County responsible for case management and authorization of services for client. This may differ from Residence County in certain situations, such as fostered children.

5.2 Navigation Buttons

5.2.1 Continue

Click the Continue button after selections are made to return to the search screen.

5.2.2 Reset

Clears all criteria previously selected or entered in fields.

6 CLIENT INFORMATION HEADER

The Client Information Header is displayed on various pages in CMS Net and provides a static view of details about a selected client. By default, only basic information is displayed when the header is minimized, but may be expanded by clicking on the plus sign (+) to view details.

6.1 Client Information Header– Basic View

BIC Replacement Request					
Required fields are marked in *					
+ CLIENT INFORMATION			Case Alerts (0)		Face Sheet
Client Name:	Case,Test	Case Number:	8888888	Date Of Birth:	02/19/2000

Figure 6-1 - Client Information Header – Basic View

Displayed by default.

6.1.1 Client Name

Client's full name or alias.

6.1.2 Case Number

Unique 7 digit number assigned to a case during registration. Legacy cases may be less than 7 digits long and case numbers may eventually be generated that are longer than 7 digits as the client base grows.

6.1.3 Date of Birth

Client's date of birth.

6.2 Client Information Header – Detailed View

BIC Replacement Request					
Required fields are marked in *					
- CLIENT INFORMATION			Case Alerts (0)		Face Sheet
Client Name:	Case,Test	Case Number:	8888888	Date Of Birth:	02/19/2000
Alias:		Client Elig Status:	9K	Application Status:	
Reg Status:	Active	Program Begin Date:	02/20/2000	Diagnostic Only:	No
CIN:	34069773A9	Program End Date:		PSA Status:	Signed
Gender:	Male	Medical Elig Status:	Eligible	Caseload Code:	57G57011
Language:	English	Financial Elig Status:	Eligible	County Case Mgr:	Foster, Lynne
County:	Yolo	Residential Elig Status:	Eligible	Temporary Caseload:	No
Medi-Cal Number :					
MTU Name:					

Figure 6-2 - Client Information Header – Detailed View

6.2.1 Alias

Previous names the selected client has used.

6.2.2 Reg Status

Status the case is currently in. Case Statuses are: Active, Closed, Denied, Not Open, Pending, Reopen Pending

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6.2.3 Client Elig Status

Current CCS aid code on case.

6.2.4 Application Status

Status the application is currently in. Application Statuses are: 1st Letter Sent, 2nd Letter Sent, Third Letter Sent, No Action, Signed App

6.2.5 CIN

Currently assigned Client Identification Number, a unique identification number assigned by Medi-Cal.

6.2.6 Program Begin Date

Begin Date of current program eligibility period.

6.2.7 Diagnostic Only

Indicates if client is eligible for Diagnostic Only and not eligible for Treatment.

6.2.8 Gender

Indicates if the client is male, female, or the gender is not known.

6.2.9 Program End Date

End Date of current program eligibility period.

6.2.10 PSA Status

Status the PSA is currently in. PSA Statuses are: Signature Pending, Not Required, Not Signed, Signed

6.2.11 Language

Specifies primary language spoken by client.

6.2.12 Medical Elig Status

Indicates client's CCS medical eligibility. Populated from Medical Eligibility screen in Eligibility. Medical Elig Statuses are: Eligible, Ineligible

6.2.13 Caseload Code

Organizational unit within the county to which the case is assigned.

6.2.14 County

Legal County responsible for case management and authorization of services for client. May differ from Residence County in certain situations, such as fostered children.

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6.2.15 Financial Elig Status

Indicates client's CCS financial eligibility. Populated from Financial Worksheet in Eligibility. Financial Elig Statuses are: Eligible, Ineligible, Pending

6.2.16 County Case Manager

Currently assigned case manager.

6.2.17 Medi-Cal Number

A 14 digit dynamic number assigned by Medi-Cal which is calculated based on information derived from MEDS, such as county, aid code, etc. This number may change after a MEDS Inquiry or Recon is run.

6.2.18 Residential Elig Status

Indicates client's CCS residential eligibility. Populated from Residential Worksheet in Eligibility. Residential Elig Statuses are: Eligible, Ineligible, Pending

6.2.19 Temporary Caseload

An organizational unit to which a case is temporarily assigned. When a permanent caseload is assigned, the value No will be displayed. Options are: Yes, No

6.2.20 MTU Name

Name of currently assigned Medical Therapy Unit. This name is assigned within the MTP module of CMS Net Web.

7 BIC REPLACEMENT REQUEST SCREEN

The BIC Replacement Request Screen allows a user to request a Replacement Beneficiary Identification Card for a client.

Previous BIC requests are viewable in the Beneficiary Identification Card Request History section of the client record. Collapsed historical records may be expanded to view available history.

BIC Replacement Request
Required fields are marked in *

CLIENT INFORMATION [Case Alerts \(0\)](#) [Face Sheet](#)

Client Name: Case,Test Case Number: 8888888 Date Of Birth: 02/19/2000

Replace Beneficiary Identification Card

Card Request Date: 02/25/2014

Card Request Reason: *

Comments

No of Characters Left :

CMS/MEDS Address Comparison

Client's Address - MEDS	Client's Address - CMS
TEST CASE 921 5TH ST DAVIS CA 95618 1234	921 5th St Davis CA 95618

Beneficiary Identification Card Request History

Request Date	BIC Request Reason	Requested By	Comments
02/28/2014	Card Lost, Stolen, Mutilated or Incorrect	Frank Murphy	Ordering replacement for lost card.
02/25/2013	Card Not Received	Bob Reynolds	Replaced.
02/19/2012	Card Lost, Stolen, Mutilated or Incorrect	Tom Smith	Updated card.

Figure 7-1 - Replace BIC Screen

7.1.1 Card Request Date

Display only. This current date is displayed.

7.1.2 Card Request Reason

A selection drop down list is used to select the Card Request Reason. Available selections are: Card Lost, Stolen, Mutilated or Incorrect and Card Not Received.

7.1.3 Comments

Entering a Comment and saving will create a Case Note. Maximum 15,000 alphanumeric characters. Number of characters remaining is indicated below the comment box, on the right side. Typing will stop when zero characters remain.

7.2 Navigation Buttons

7.2.1 Back Button

The back button navigates back to the search coverage screen.

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7.2.2 Save Button

Save any updates made to the selected Coverage record. Save is not allowed if the Carrier is inactive and start date or end date is after the inactive date.

7.3 Requesting a Replacement BIC for a Client

Users with the proper security role have the ability to request a replacement BIC card for a client.

1. Navigate to the client for whom you wish to request a replacement Beneficiary Identification Card.
2. Select the applicable Card Request Reason.
3. Enter any comments that you would like to save as a Case Note.
4. Click Save.
5. A message will appear similar to the example below. The message includes the request ID.

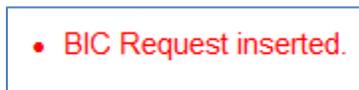


Figure 7-2 - New BIC Request Message

7.4 Modifying an existing BIC Request for a Client

You may edit the existing BIC replacement request if it is during the same day. If not the same day, a new request will be generated.

1. Navigate to the client for whom you wish to request a replacement Beneficiary Identification Card.
2. Select the applicable Card Request Reason.
3. Modify any comments that you would like to save as a Case Note.
4. Click Save.
5. A message will appear similar to the example below. The message includes the request ID.



Figure 7-3 - Modified BIC Request Message

7.5 Reasons why a replacement BIC cannot be issued

There are instances where a replacement BIC cannot be issued. This section covers some of those reasons. Note: The Save button will not be available if the replacement BIC cannot be issued.

7.5.1 Client address missing in MEDS

If the client's record in MEDS is missing, a replacement BIC cannot be issued. You will see an error like the following:

• MEDS Address Missing. Replacement BIC cannot be issued.

BIC Replacement Request

Required fields are marked in *.

CLIENT INFORMATION [Case Alerts \(0\)](#) [Face Sheet](#)

Client Name: Case,Test Case Number: 8888888 Date Of Birth: 02/19/2000

Replace Beneficiary Identification Card

Card Request Date: 02/25/2014

Card Request Reason: * Card Lost, Stolen, Mutilated or Incorrect

Comments: Test

No of Characters Left: 14996

CMS/MEDS Address Comparison

Client's Address - MEDS	Client's Address - CMS 921 5th St. Davis CA 95618
-------------------------	---

[Back](#)

Figure 7-4 - MEDS Address Missing

7.5.2 Other reasons

- Bad, incomplete or duplicate patients are not allowed for BIC replacement requests.
- Save button is invisible if the user does not have the privilege to create the BIC request.
- A BIC request and the resulting case note can only be updated by the same user that created it.
- Only one BIC Request per client can be performed per day. If BIC Request has already been completed for a client by any CMS Net user, the request will be visible but a new request may not be created.