PROVIDER ALERT

Electronic Verification Requirements Reminder

March 6, 2020

Since Medicaid is ALWAYS the payer of last resort, MDH reminds providers that you must utilize existing resources to determine Medicaid and third party insurance coverage on your patients. Until Optum Maryland's Incedo Provider Portal is fully operational, providers must verify participant eligibility using Maryland's Medical Care Program's Electronic Verification System (EVS) to determine Medicaid eligibility and third party insurance coverage.

You can also utilize the interactive automated phone service (no sign-up required) by calling 1-866-710-1447 and follow the prompts.

Access and download the EVS phone user guide:
https://mmcp.health.maryland.gov/docs/EVS_Brochure_July2017.pdf

Access the web-based Electronic Verification System:
https://encrypt.emdhealthchoice.org/emedicaid/

This online function on Maryland's eMedicaid requires a one time, self-service registration. The registration flow creates an Administrator for that provider site. The Administrator creates accounts for users under a seven-digit provider "base number."

Providers are responsible for ensuring that they are meeting all required deadlines from third party insurers (typically 90 days) to submit for authorization prior to Medicaid.

Questions regarding this alert can be sent to marylandproviderrelations@optum.com.

Questions regarding the EVS can be sent to mdh.healthhomes@maryland.gov.

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