



State of New Jersey

DEPARTMENT OF HUMAN SERVICES  
DIVISION OF MEDICAL ASSISTANCE AND HEALTH SERVICES  
P.O. Box 712  
Trenton, NJ 08625-0712  
Telephone 1-800-356-1561

JON S. CORZINE  
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Director

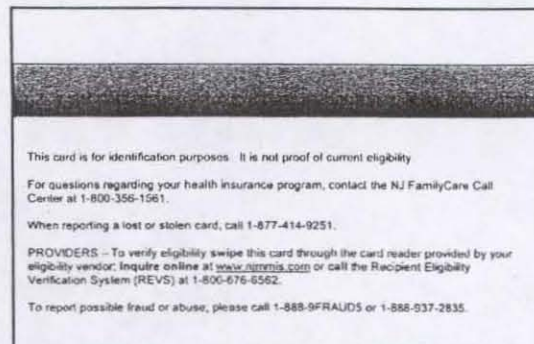
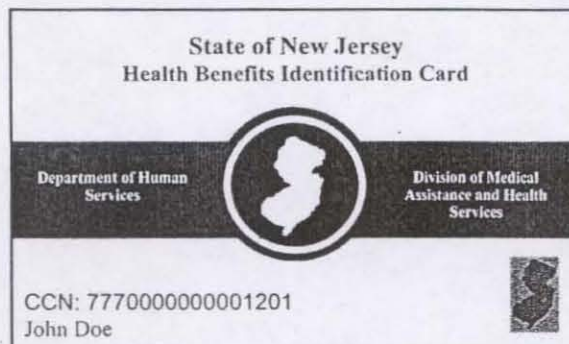
MEDICAID COMMUNICATION NO. 06-04

DATE: May 10, 2006

TO: County Welfare Agency Directors  
ISS Area Supervisors  
Statewide Eligibility Determination Agency

SUBJECT: New NJ FamilyCare/Medicaid Health Benefits Identification Card

New Jersey's FamilyCare/Medicaid program will begin replacing monthly paper client identification cards with the **Health Benefits Identification (HBID) card, a permanent, plastic, magnetic stripe card**. The HBID card will be piloted in three counties--Camden, Monmouth and Sussex--for use by clients beginning June 1, 2006. Clients in the remaining counties will receive their HBID cards in August 2006 for use beginning September 1, 2006. Below is a depiction of the front and back of the HBID card:



Key Facts about the HBID card:

- Each family member will receive his or her own plastic identification card
- The paper card was issued each month, the plastic identification card is a **permanent** card
- The card is for identification purposes only; **providers must verify eligibility before they provide services**
- The HBID card is an upgrade in technology and does not change existing policy
- Current eligibility verification methods-- REVS, MEVS, POS-- will still be available; eMEVS will be available July 2006
- In addition, optional use of magnetic swipe technology will allow providers quick and easy access to up-to-date client information

**Change of Address:**

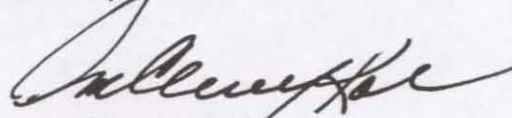
Unisys will produce and mail all HBID material and will process all return mail as well as changes of address when noted by the U.S. Postal Service. This address information will be reported to the CWAs for data entry into their source eligibility system.

**Questions:**

Attached is a question and answer sheet to assist you in responding to inquiries.

If you have any questions about the HBID card, please contact the NJ FamilyCare/Medicaid Call Center at 1-800-356-1561. Unisys will staff an HBID Unit which will be available to providers, clients, County Welfare Agency staff and Statewide Eligibility Determination Agency staff through a toll-free number: **1-877-414-9251**. This HBID Unit toll-free number will be operational June 1, 2006.

Sincerely,



Ann Clemency Kohler  
Director

ACK:Pp

Attachments

C: Fred M. Jacobs, M.D., J.D., Commissioner  
Kathleen M. Mason, Assistant Commissioner  
Department of Health and Senior Services

Jeanette Page-Hawkins, Director  
Division of Family Development

Carol Grant, Director  
Division of Developmental Disabilities

William Ditto, Director  
Division of Disability Services

Kevin Martone, Assistant Commissioner  
Division of Mental Health Services

Eileen Crummy, Director  
Division of Youth and Family Services



# HEALTH BENEFITS IDENTIFICATION CARD (HBID) Frequently Asked Questions

## BENEFICIARIES

### 1. I don't have an HBID card and need service(s). What do I do?

Ask, **Are services needed within the next five days?**

- If services are **not** needed within the next five days, simply verify the caller's date of birth and address, including the County.
- **Always verify the caller's address.**
- **If the address is correct**, inform the caller that their card will be mailed to them, and that they should receive the card in three to five business days.
- **If the address is incorrect**, the **caller** will need to **correct their address** with the agency which determined their eligibility.

### ADDRESS CORRECTION CHART

**To correct an address, a caller should contact the following:**

If their program of eligibility is.....	They should call.....
SSI	The Social Security Office
AFDC, TANF, WFNJ/GA, Medicaid Special, Pregnant Women, NJ FamilyCare, New Jersey Care...Special Medicaid Programs, Medically Needy	The County Board of Social Services
Another Agency (DYFS, DDD, etc.)	That agency (DYFS, DDD, etc.)
NJ FamilyCare; ID # starts with 23 or 24	NJ FamilyCare 1-800-701-0710

If services **are** needed within the next five days, ask the caller: **Do you have a current paper card?**

- If the caller has a paper card, he or she may use the paper card to obtain services.
- If the caller does **not** have a paper card, he or she will need an **emergency services letter**.
- Determine which agency determined their eligibility. The agency that determined their eligibility will indicate which office they should contact.

### EMERGENCY SERVICES LETTER CHART

**To get an emergency services letter, a caller should contact the following:**

If their program of eligibility is.....	They should call.....
SSI	Their local Medical Assistance Customer Center (MACC) Office
AFDC, TANF, WFNJ/GA, Medicaid Special, Pregnant Women, NJ FamilyCare, New Jersey Care...Special Medicaid Programs, Medically Needy	The County Board of Social Services
Another State Agency (DYFS, DDD, etc.)	That agency (DYFS, DDD, etc.)
NJ FamilyCare; ID # starts with 23 or 24	NJ FamilyCare 1-800-701-0710



- Verify the caller's mailing address. If the caller's address is incorrect, refer to the **Address Correction Chart on the previous page.**
- The HBID Unit telephone number is 1-877-414-9251.

**2. My friend or neighbor or family member has an HBID card, but I do not. Why?**

- **Verify the caller's address.**
- **Find out if the caller needs service within the next five days. (Follow procedures for emergency services letter or correcting addresses--Question 1).**
- **Confirm the caller's address in the system.**
- If the caller lives in **Camden (04), Monmouth (13) or Sussex (19) county**, inform the caller that the HBID Unit will send out a new card. They should receive the card in three to five business days.
- **NOTE:** If the caller lives in a pilot county with family at the same address, some of whom received a card and some who have not, the most likely explanation is that their county of residence has been miscoded. Have the caller telephone the agency which determined eligibility and **instruct them to check the county of residence code.**
- If the caller **does not** live in Camden, Monmouth or Sussex counties:
  - Let the caller know that there is a pilot program in these counties only.
  - Let the caller know that clients in the rest of the State will get their cards in late August, to begin to be used in September.
  - Also, let the caller know that even if their neighbor has an HBID card and they do not, a person who lives in their neighborhood may live in a different county.

**3. I have an HBID card, but the provider will not render service. What do I do?**

**Check to see if the card is active.**

- If the card is inactive, activate the card.
- Have the caller state the CCN and name on the card.
- Ask the beneficiary to confirm their address and DOB.
- If the same, the HBID Unit will activate the card.
- Explain to the caller that the card is now active, and the provider will render the service.
- If the card is already active, request the beneficiary to call the Medicaid hotline at 1-800-356-1561.

**4. I am enrolled in an HMO. Will I get two cards?**

- Yes. If the caller is an HMO member, they will have both an HBID card and an HMO card. When accessing services, they should carry both cards.

**5. I lost my HBID card. What should I do?**

- You should call the HBID Unit, at 1-877-414-9251. They can issue you a new card. You should receive it within five business days.

**6. How long should I keep the plastic HBID card?**

- Do not throw the HBID card away. Keep the card even if you get a letter saying that you have lost your benefits. If you become eligible again in the future, you will be able to use the same card. That way you will not have to wait for a new card to come in the mail. You will not get a new card.

**7. Does the HBID card tell me that I am eligible for NJ FamilyCare/Medicaid like the paper one?**

- No. The HBID will have only your name.
- The HBID card does not have eligibility information.

**8. Will I have to pay for a lost or stolen HBID card?**

- No.



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HEALTH BENEFITS IDENTIFICATION CARD  
Emergency Services Letter



Dear Provider: (Please see checked block below)

- ☐ **NEW APPLICANT:** The NJ FamilyCare/Medicaid client listed below has been newly approved as eligible, and will receive a permanent plastic Health Benefits Identification (HBID) card in the mail shortly. In the meantime, please accept this letter in place of the client's new permanent HBID card. **For new applicants only this letter serves as temporary verification of Medicaid eligibility for the period listed below.**
- ☐ **CLIENT AWAITING REPLACEMENT CARD:** The NJ FamilyCare/Medicaid client listed below is awaiting a replacement card. In the interim, please use the Medicaid information for the client, printed below, in order to determine eligibility for this client using any one of the available eligibility verification systems you normally use. **This letter is not proof of eligibility for this client.**

PATIENT INFORMATION	NAME	
	DATE OF BIRTH	
	SEX	
	ADDRESS	
	CITY	
PATIENT INFORMATION	STATE	
	ZIP	
	PHONE	
	DATE OF SERVICE	
	TIME OF SERVICE	
EMERGENCY SERVICES LETTER VALID FROM _____ UNTIL _____		