



DSNP – How to Verify Eligibility

PURPOSE: Correctly determine the Medicaid level for beneficiaries enrolling into a Dual Eligible Special Needs Plan

SCOPE: All Humana Field Agents in all states EXCEPT Florida

<p>1) Call ASU @ 1-800-309-3163 and ask them to access the EMDEON office</p>	<ul style="list-style-type: none"> • Provide ASU with the beneficiary’s <ul style="list-style-type: none"> ○ State ○ Medicaid ID, if available. ○ If the Medicaid ID is not available, provide the Beneficiary’s Name, Date of Birth and SSN.
<p>2) If the beneficiary is not found within the EMDEON system, they are not eligible for the DSNP plan.</p>	<ul style="list-style-type: none"> • Stop DSNP enrollment • Discuss other Humana plan options
<p>3) If the beneficiary is found within the EMDEON system, proceed with DSNP verification.</p>	<ul style="list-style-type: none"> • Confirm the Medicaid ID reflected in EMDEON. (This is the ID that should be entered on the application.) • Obtain the beneficiary’s Medicaid level (i.e., QMB, QMB+, SLMB, SLMB+, FBDE)
<p>4) Verify the beneficiary’s Medicaid level is valid for the DSNP plan</p>	<ul style="list-style-type: none"> • Access the DSNP Validation Grid • Locate the beneficiary’s state on the grid Note: For Florida plans, you must also match the plan contract and PBP numbers • Compare the beneficiary’s Medicaid level with the qualification level indicated on the grid.
<p>5) If the Medicaid levels match, proceed with the DSNP enrollment.</p>	<ul style="list-style-type: none"> • Be sure to enter the Medicaid ID obtained from the EMDEON system in the Medicaid ID field on the application.
<p>6) If the Medicaid levels do not match, the beneficiary does not qualify for the DSNP.</p>	<ul style="list-style-type: none"> • STOP DSNP enrollment • Discuss other Humana plan options

Note: Some local Humana market offices also have access to EMDEON to verify Medicaid levels. Please check with your local leadership to see if this applies to you.