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#### **13-59 BlueZone / Medicaid Online / HLRP**

With the implementation of Real Time transactions for the HIPAA Health Care Eligibility Inquiry and Response (270/271), Medicaid Online (HLRP provider access through BlueZone) will be eliminated at 5:00 P.M. MDT on June 7, 2013. This change was communicated previously in Utah Medicaid Information Bulletin (MIB) articles in October 2011, November 2011, April 2012, and October 2012.

For providers currently utilizing Medicaid Online, please check with system programmers and/or software vendors to investigate utilization of the 270/271 transactions in Real Time and Batch modes. For more information regarding the 270/271 Batch and Real Time transactions, contact Medicaid EDI Customer Support at (801) 538-6155 or 1-800-662-9651 (Option 3 and Option 5).

Member eligibility data may also be accessed through the Medicaid IVR “Access Now” system. Access Now is available during and after regular business hours. In addition, Medicaid customer service agents are available during regular business hours to answer calls on member eligibility and benefits. To reach these services, call: (801) 538-6155 or 1-800-662-9651.

#### **Additional Medicaid Information**

Salt Lake City Area: (801) 538-6155

Utah, Idaho, Wyoming, Colorado, New Mexico, Arizona, Nevada: 1-800-662-9651

Other States: (801) 538-6155

#### **Request a Medicaid Publication**

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