



UTAH DEPARTMENT OF  
**HEALTH**  

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**MEDICAID**

# New Tools for Providers from the PRISM Project

# What is PRISM?

- PRISM: Provider Reimbursement Information System for Medicaid
- Medicaid is engaged in a multi-year project to replace the current Medicaid Management Information System (MMIS)
- PRISM is the new Medicaid system that will allow us to better serve providers and members

# Overview: Tools for Providers



- New Medicaid Website (3/31/2014)
- Medicaid Member Card (7/1/2014)
- New Eligibility Lookup Tool for Providers (3/31/2014)



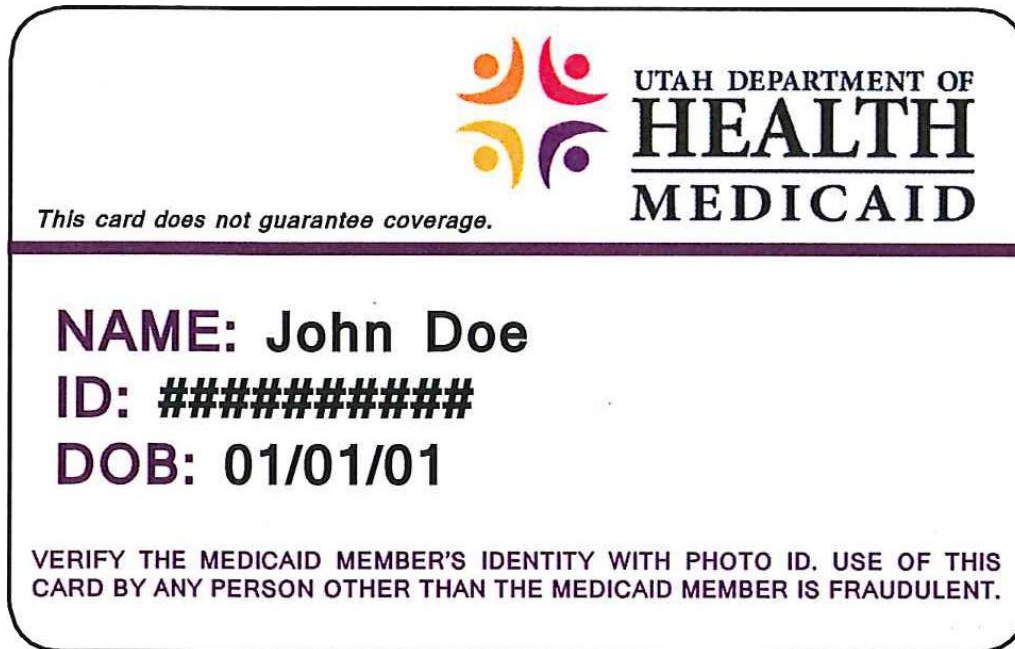
# Key Features: Medicaid Website

- User-friendly navigation by subject areas
- Enhanced “Search” capability powered by Google
- Medicaid A to Z
- Dedicated area just for providers
- Quick links feature on Provider page



# New Medicaid Member Card

- July 1<sup>st</sup> Medicaid members will no longer receive the color coded, full paper cards that show eligibility information
- Wallet sized medical cards, consistent with other insurance providers, will list the member's **name, Medicaid ID number, and date of birth**



- Providers will need to verify identity with a picture ID
- New cards will only be issued when card is lost or damaged and a new card is requested

# Eligibility Verification



- Eligibility should be verified before any service is provided
- Members have a phone number to check eligibility
  - In the near future, they will also have a web tool to check eligibility
- Providers have *AccessNow* and a new electronic Eligibility Lookup Tool located on our website

**All benefits, claims, and eligibility contact information is on the back of the new card.**



# Eligibility Lookup Tool

Home: Health Care Providers>Eligibility>Eligibility Lookup Tool

Provider ID * <input type="text"/>	
(NPI/Atypical Provider ID)	
<b>Unique Identifiers</b>	
Member ID <input type="text"/>	<b>Demographics</b>
SSN <input type="text"/>	First Name <input type="text"/>
	Last Name <input type="text"/>
	Date of Birth <input type="text"/> (mm/dd/yyyy)
Date of Service * <input type="text" value="04/02/2014"/>	Eligibility inquiries are limited to 36 months from the current date
If you need additional assistance, please contact Customer Service at 1(800)662-9651 OR (801)538-6155	
	<input type="button" value="Submit"/> <input type="button" value="Clear"/>

Also available in Provider Quick Links on the Health Care Providers page

# Key Features: Eligibility Lookup Tool

Enables providers to view:

- Member demographics
- Member eligibility (including the past 36 months)
- Eligibility for the next month (after benefit issuance which is 6 business days before the end of the month )
- Plan enrollment information
- Provider restrictions
- Patient co-pays
- TPL and other health insurance



# Summary: New Tools for Providers



These products are the first of many tools, with more to come in the future!

Please watch the MIB for further updates on PRISM Project releases.