

# RMD Bulletin

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## Share of Cost Reversal Using the Point of Service Device

A Medi-Cal Share of Cost (SOC) reversal can be performed using the Point of Service device (POS). Follow the steps below to complete a SOC reversal, using the POS device:

Step	Screen	Explanation
1	<b>Welcome Screen</b>	To get started, press any key or swipe a Benefits Identification Card (BIC) through the card reader. <b>NOTE:</b> If you do not swipe a BIC, you must type the requested information at each screen and press <ENTER>. <i>The issue dates on the card will be needed later.</i>
2	<b>Main Menu Screen</b>	A screen with three options will display. Press the function “F2” key on the right hand side of the device corresponding to the “ELIGIBILITY” menu.
3	<b>Eligibility Menu</b>	A screen with three options will display. Press the “F4” key corresponding to “SOC REVERSAL.”
4	<b>Shortcut Key</b>	The POS device will prompt you for a shortcut key which will automatically display the information associated with the next steps in the process. The shortcut feature allows automatic population of screens throughout the process. If no shortcut key is available, then press <ENTER> and proceed manually.
5	<b>National Provider ID</b>	Type in the NPI value (for the group) and press <ENTER>. If no NPI available, leave field blank and press <ENTER>.
5.1	<b>Medicaid Provider ID</b>	Type in the Medi-Cal Provider ID and press <ENTER>. The Medi-Cal Provider ID number is 5 or 6 zeroes in front of the numeric portion of your program’s Medi-Cal provider number (e.g., 000001234 or 0000001234). If no NPI value was entered, this screen must be completed.
6	<b>Password (PIN)</b>	Type in your password which is your Provider Identification Number (PIN) and press <ENTER>.
7	<b>Subscriber ID</b>	Type in the client’s Medi-Cal ID number or Social Security Number (SSN) and press <ENTER>. (e.g., 555112222)
8	<b>Subscriber Birthday</b>	Type in the client’s birth date (e.g., YYYYMMDD) and press <ENTER>.
9	<b>Issue Date</b>	Type in the issue date shown on the BIC (e.g., YYMMDD) or use today’s date and press <ENTER>. <b>NOTE:</b> If the client has multiple cards, use the most recent issue date and advise the client to destroy the other cards.
10	<b>Service Date</b>	Type in the service date. The screen will display the current date by default. Make sure the date displayed reflects the correct service date and press <ENTER>.
11	<b>Case Number</b>	Type the Medi-Cal case number or leave blank and press <ENTER>. <b>NOTE:</b> If the subscriber has multiple case numbers, a separate SOC transaction must be submitted for each case number.
12	<b>Procedure Code</b>	Type the Current Procedural Terminology (CPT) code and press <ENTER>.
13	<b>SOC (Spend Down) Amt</b>	Type the amount the client has been obligated to pay and press <ENTER>.
14	<b>Total Claim Charge</b>	Type the total charges for the services rendered and press <ENTER>.

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Step	Screen	Explanation
15	Send/Re-Edit Screen	This screen appears when all of the share of cost Reversal screens have been completed. At this screen, you may either: 1) Press <F1> (SEND) to submit share of cost Reversal transactions to the Medi-Cal eligibility verification system and continue at step 17. 2) Press <F2> (RE-EDIT) to edit entries and continue at Step 16.
16	RE-EDIT	This recalls the Shortcut Screen (Step 4) and enables scrolling through each screen making new entries where needed. Press <EXIT> anytime to return to the Send/Re-Edit screen.
17	Processing	This screen will appear several times while the transaction is processing.
18	Submission/Response Received	The POS device will indicate when a response has been received. Press any key to view the response. The response may be printed by pressing <PRINT>. Place the printed response in the client's financial folder for audit purposes.
19	Clearance Accepted	This screen appears if client has a SOC and the clearance was applied.
20	Clearance Denied	This screen appears if the client does not have SOC, the POS device will display a response indicating that the SOC Reversal was rejected, or if the SOC has been paid for the month in which case the clearance would be rejected. If clearance is denied, then the service can be billed to Medi-Cal.
21	Rejection Due to Provider Info	This screen appears when the claim is rejected due to an error in the provider's information. Press <ENTER> to scroll through the provider mail. Read the corresponding explanation of the rejection, and return to Send/Re-edit screen by pressing <F2> (RE-EDIT).
22	Submitted ID (Display Only)	This screen will only appear under the following conditions: 1) An SSN is submitted as the Client ID. 2) The POS device gets a share of cost response message that includes an Eligibility Verification Control (EVC) number. 3) The user selects the <F2> (RE-EDIT) option on the Send/Re-Edit Screen after the device gets an eligibility transaction response. <b>When the above conditions are in place:</b> 1) The Subscriber ID screen will contain the client's BIC ID. 2) The Submitted ID screen will be inserted between the Subscriber screen and the Subscriber Birth screen. 3) The Submitted ID screen will contain the SSN originally submitted in the transaction. This screen cannot be edited.

Remember to print the POS receipt and place it in the client's financial folder.

Detailed information on how to perform a SOC reversal transaction using the POS device can be found at [http://files.medi-cal.ca.gov/pubsdoco/publications/Masters-other/verifone/eligtrans\\_ver00.pdf](http://files.medi-cal.ca.gov/pubsdoco/publications/Masters-other/verifone/eligtrans_ver00.pdf). If you have questions regarding the operation of the POS device, call the Telephone Service Center (TSC) at 1-800-541-5555 and select the option for POS/Internet inquiries.

Note: Once the client is certified as having met their share of cost, reversal transactions can no longer be performed.

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If you have any questions or require further information, please do not hesitate to contact RMD at (213) 480-3444 or via e-mail at [RevenueManagement@dmh.lacounty.gov](mailto:RevenueManagement@dmh.lacounty.gov).