

RMD Bulletin

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Share of Cost Reversal Transaction Using the Automated Eligibility Verification System



A Share of Cost (SOC) reversal transaction can be performed by using the California Department of Health Care Services Medi-Cal Automated Eligibility Verification System (AEVS). Please review the steps below for each listed transaction process regarding SOC reversal. **Please note: Once the client is certified as having met their share of cost, reversal transactions can no longer be performed.** To complete a SOC reversal using AEVS, use a touch-tone telephone and dial 1-800-456-AEVS (2387). AEVS will respond with a welcome greeting. You will be asked to do the following:

Transaction	Explanation
Provider Identification Number (PIN)	Enter your Provider Identification Number (PIN) followed by a pound sign (#). Once the PIN is verified, the response will provide your provider number and you will be asked to confirm your provider number by pressing 1 for “yes” or 3 to re-enter PIN.
Transaction Menu	Press 2 to perform a SOC spend down transaction.
Subscriber’s ID Number	Enter your Subscriber’s (Beneficiary’s) Identification Number (Social Security Number) followed by a pound sign (#).
Recipient Birth Date	Enter the two-digit month and four-digit year of the beneficiary’s birth date. Example: If the client’s birth date is June 2, 1972, enter as 061972 (MMYYYY).
SOC Reversal	The response will prompt you to press 1 to perform an update, or press 2 to perform a reversal. Press 2 (SOC reversal).
Date of Service	Enter the date of service, the two-digit month, two-digit date, and four-digit year. ➤ Example: March 5, 1994 is entered as 03051994 (MMDDYYYY). This date should be the same date that was used to spend down the SOC.
Procedure Code	Enter the procedure code from the daily service log followed by the pound sign (#). If the procedure code that you entered is invalid, AEVS will prompt you to re-enter the code. If the code is entered correctly, you will receive the following message: “The procedure code entered was (procedure code). Is this entry correct?” Enter 1 for “yes” or 2 for “no.”
Total Billed Amount	➤ If you pressed 1 for yes, you will be asked to enter the claim charge amount in the format of dollars followed by the asterisk (*) and cents followed by the pound sign (#). Example: For \$90.00, enter 90*00#. You will receive the following message: “The total claim charge amount entered was (amount). Is this entry correct?” Enter 1 for “yes” or 2 for “no.” ➤ If you pressed 2 for no, AEVS will prompt you to re-enter the procedure code.

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	<ul style="list-style-type: none"> ➤ If the amount entered is correct, you will receive the following message: “The total claim charge amount entered was (amount). Is this entry correct?” Enter 1 for “yes” or 2 for “no.”
Case Number	<p>Entering case number</p> <ul style="list-style-type: none"> ➤ If you pressed 1 for “yes”, enter the case number followed by a pound sign (#). The case number is the third set of numbers in the client’s County ID number (Example: If the County I.D. number is 19-3N-B23F567-7-01, the case number is B23F567) <i>or simply press the pound sign (#) to by-pass the case number.</i> ➤ If you pressed 2 for “no”, you will be asked to re-enter total claim charges. <p>After pressing the pound sign (#), AEVS will confirm the first six letters of the subscriber’s last name and first initial.</p>
Entering Applied Amount	<p>Entering SOC amount to be reversed</p> <ul style="list-style-type: none"> ➤ If you press 1, you will hear the following message: “Please enter the amount for the case number in the format of dollars followed by a star (*) and cents followed by a pound sign (#).” Example: for \$10.25, enter “10*25#”. ➤ If the amount entered is invalid, AEVS will prompt you to re-enter the amount. If the amount is entered correctly, you will receive the following message: “The amount entered was (amount). Is this entry correct?” Press 1 for “yes” or 2 for “no.”
SOC Reversal	<p>If you press 1, you will hear the following message <u>if you requested a Share of Cost Reversal</u>:</p> <p>“Amount added was (amount). Amount of Share of Cost remaining is (amount).”</p>

The SOC reversal transaction should be documented and placed in the client’s financial folder.

The AEVS User Guide contains additional information on how to process SOC transactions and can be accessed at: http://files.medi-cal.ca.gov/pubsdoco/publications/masters-mtp/part1/aevtrn_z01.doc. If you have any questions concerning AEVS, please contact the POS Help Desk at (800) 427-1295.

We’re here to help you...

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.