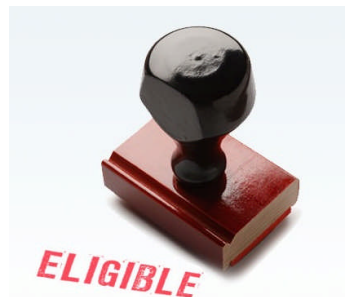


# RMD Bulletin

*Knowledge is power...*



## AEVS Eligibility Assessment Update



The Automated Eligibility Verification System (AEVS) has experienced system downtime or slowdowns since the beginning of October 2011. The State Department of Health Care Services has notified the Department that their systems group is monitoring the issue and working to correct the problem.

For providers trying to use the AEVS to get the Benefits Identification Card (BIC) number or the Medi-Cal Client Index Number (CIN) required for billing Medi-Cal please call 1-800-541-5555 and choose options:

- 1 (English language),
- 1 (Provider),
- 5 (General inquiries),
- 6 (General billing),
- 1 (Provider),
- 4 (Other) and an agent will assist you.

The caller needs to have their Medi-Cal Provider Identification Number (PIN) available and their correct Provider Number when asked. ***You must identify yourself as a Short-Doyle provider or the State's system will not find you.***

*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 [RevenueManagement@dmh.lacounty.gov](mailto:RevenueManagement@dmh.lacounty.gov).

