

ARE YOU HAVING TROUBLE AT THE DOCTOR'S OFFICE?

ProviderOne Medical Card

Each child placed in foster care has Medicaid coverage provided through the DSHS Medicaid system and is issued a ProviderOne card. The Foster Care Medical Team (FCMT) enters the child's record and eligibility in the system within 2 business days of a child's placement.

Many children placed in your home will come with a ProviderOne card issued in their name. If a child is placed in your home after hours or on an emergency basis, and does not have a ProviderOne card, the child can still receive medical care and treatment. The doctor or medical provider (pharmacist, hospital, etc.) must verify a child's coverage whether they have their ProviderOne card with them or not. The medical provider will log into the ProviderOne system to verify the child is in foster care and eligible for services. Medical providers know that a client does not have to have a ProviderOne Services Card with them in order to receive services. It is the Provider's responsibility to verify the child's eligibility in our ProviderOne system – it is not the responsibility of the child's caregiver.

Emergency Placement - or - You Didn't Receive the ProviderOne Card?

Social Workers can provide the caregiver with a "Voucher for Interim Pharmacy and Medical Services" (DSHS 13-708) if the child is placed on an emergency basis or after hours. *This document is contained in the Caregiver Placement Packet.*

Medical Providers - Access to Prior Summary of Child's Health

When the doctor verifies the child's eligibility in the ProviderOne system, he or she also gains access to a printable report that gives a prior summary of the child's health (based on Medicaid claims paid on behalf of the child). This health summary report will be very helpful for the visit and it accomplishes two things at once – the child can be seen without any difficulties for the foster parent, and the medical provider gains more health information about the child than they had when the child first entered their office.

Help for Foster Parents and Relative Caregivers is Available

The foster parents can also request that the provider's office call the Foster Care Medical Team (FCMT) at: 1-800-562-3022 x 15480, Monday – Friday 7:30 – 5:00 p.m., where the staff can verify the child is in foster care. The FCMT staff can also verify the child's ProviderOne number. Social Workers can also check FamLink for a child's ProviderOne card number on the child's Person Management page.

If a particular medical provider refuses to see our children in foster care without a ProviderOne Card the FCMT can help by contacting the specific office to educate the medical staff. Medicaid clients actually are not required to show their ProviderOne Card as long as they can prove who they are (i.e. name, DOB, SSN, ID, etc.).