



Although most Medicaid clients will not change their plans from month to month, a small percentage will change, or their coverage will become inactive.

It is your responsibility to know these changes. After all, you really don't want to go see a client, spend the time, and then realize that the client was inactive (if the client changed plans, it's usually not a big deal, but if they became inactive, that stinks!)

Every month we at the office will check the client's eligibility for you and email you. However, we might not get results for the first few days of the month, so it's important during the first week of every month, to check with your clients if their insurance has changed.

Always ask the parent/client each month... "is your insurance still good this month?"... sometimes they know... but beware, they might say yes, and in reality their plan turned inactive without them knowing.

If Inactive --- If that happens, immediately cease services and call the parent within 7 days of the email to let them know that the client's Medicaid is not active and we cannot deliver services under Medicaid until it is re-instated.

Please note that you cannot bill for services once a client is "inactive"; but if the note goes through anyway, it will be denied by the insurance company, so it doesn't matter.