

Health Insurance Information Referral Form

BabyNet State Office

Updated April 2020


HIIRF Purpose and Use

- To document and update private insurance information for BabyNet eligible children in BRIDGES.
- The **Intake Coordinator** completes this form for new referrals if there is no private insurance information in BRIDGES (MMIS) or incorrect private insurance information in BRIDGES (MMIS).
- The **Ongoing Service Coordinator** completes this form if private insurance coverage is added, changed, or dropped for any child regardless of Medicaid/Part C eligibility.
- Information submitted on the HIIRF will be researched by SCDHHS and added/edited as needed in the MMIS. This information will automatically update in BRIDGES the next day.

HIIRF Instructions

Submitters information (SPOE or BNSC) →

- I. Complete this section if the child has private insurance, but it is not in MMIS or BRIDGES.
- II. Complete this section if private insurance information is in MMIS/BRIDGES but is incorrect or no longer active.

	SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES MEDICAID HEALTH INSURANCE INFORMATION REFERRAL FORM
Provider or Department Name: _____ Provider ID or NPI: _____	
Contact Person: _____ Phone #: _____ Date: _____	
I ADD INSURANCE FOR A MEDICAID BENEFICIARY WITH NO INSURANCE IN THE MEDICAID MANAGEMENT INFORMATION SYSTEM (MMIS) – ALLOW 25 DAYS	
Beneficiary Name: _____ Date Referral Completed: _____	
Medicaid ID#: _____ Policy Number: _____	
Insurance Company Name: _____ Group Number: _____	
Insured's Name: _____ Insured SSN: _____	
Employer's Name/Address: _____	
II CHANGES TO AN INSURANCE RECORD THAT IS IN THE MMIS – MIVS SHALL WORK WITHIN 5 DAYS	
___ a. beneficiary has never been covered by the policy – close insurance.	
___ b. beneficiary coverage ended - terminate coverage (date) _____	
___ c. subscriber coverage lapsed - terminate coverage (date) _____	
___ d. subscriber changed plans under employer - new carrier is _____ - new policy number is _____	
___ e. beneficiary to add to insurance already in MMIS for subscriber or other family member. (name) _____	
ATTACH A COPY OF THE APPROPRIATE DOCUMENTATION TO THIS FORM.	
Submit this information to Medicaid Insurance Verification Services (MIVS).	
Fax: 803-252-0870 or Mail: Post Office Box 101110 Columbia, SC 29211-9804	
For BabyNet, Email: OHI.Priorities@bcbsc.com (please send securely)	

HIIRF Section I

Provider or Department Name:	<input type="text" value="BabyNet/Company Name OR BabyNet"/>	Provider ID or NPI:	<input type="text" value="N/A"/>		
Contact Person:	<input type="text" value="Sally Smith, Service coordinator"/>	Phone #:	<input type="text" value="803-123-4567"/>	Date:	<input type="text" value="Date form is submitted"/>

I ADD INSURANCE FOR A MEDICAID BENEFICIARY WITH NO INSURANCE IN THE MEDICAID MANAGEMENT INFORMATION SYSTEM (MMIS) – ALLOW 25 DAYS

Beneficiary Name: Date Referral Completed:

Medicaid ID#: Policy Number:

Insurance Company Name: Group Number:

Insured's Name: Insured SSN:

Employer's Name/Address:

Beneficiary Name: [Child's Name](#)
Medicaid ID#: [Medicaid/SCDHHS # \(found in BRIDGES on Financial Support Screen\)](#)
Insurance Company Name: [New Info](#)
Insured's Name: [Policyholder](#)
Employer's Name/Address: [Policyholder's info](#)

Date Referral Completed: [Date this form is submitted](#)
Policy Number: [New Info](#)
Group Number: [New Info](#)
Insured SSN: [Policyholder \(if available\)](#)

Note: The form will not be processed without the Medicaid/SCDHHS # and the word "BabyNet" at the top.

HIIRF Section II

II CHANGES TO AN INSURANCE RECORD THAT IS IN THE MMIS – MIVS SHALL WORK WITHIN 5 DAYS

a. beneficiary has never been covered by the policy – close insurance.

b. beneficiary coverage ended - terminate coverage (date) _____

c. subscriber coverage lapsed - terminate coverage (date) _____

d. subscriber changed plans under employer - new carrier is _____
- new policy number is _____

e. beneficiary to add to insurance already in MMIS for subscriber or other family member.
(name) _____

ATTACH A COPY OF THE APPROPRIATE DOCUMENTATION TO THIS FORM.

Submit this information to Medicaid Insurance Verification Services (MIVS).

Fax: 803-252-0870	or	Mail: Post Office Box 101110 Columbia, SC 29211-9804	For BabyNet, Email: OHI.Priorities@bcbsc.com (please send securely)
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New Email Address

- a. MMIS has incorrect information. Child does not have that insurance and never has
- b. Family canceled the BabyNet eligible child's coverage
- c. Policyholder's plan ended for all who were covered (lost/changed jobs, etc.)
- d. Policyholder changed plans under the same employer (changed from BCBS to Cigna)
- e. Insurance info is already in MMIS for another family member and is adding for this new beneficiary (new baby born)

Note: Check the best option. If it is incorrect, MIVS will research to find accurate information.

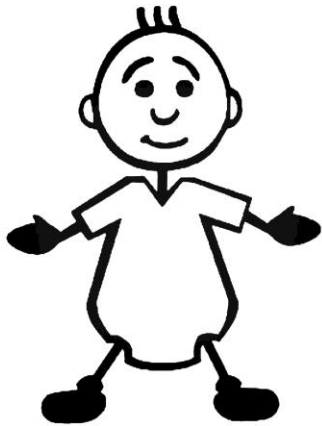


Example 1: Sarah



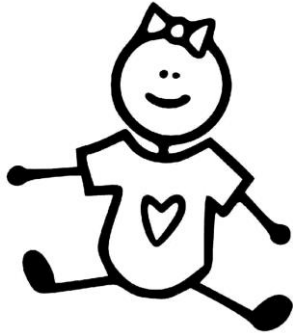
- Sarah is a new BabyNet referral.
- Sarah is covered by Blue Cross Blue Shield.
- The BabyNet Eligibility/Intake Coordinator completes a HIIRF during intake and submits via secure email.
- The MIVS team researches and verifies Sarah's coverage and enters the policy information into MMIS.
- The policy information will automatically be updated in BRIDGES the next day.

Example 2: Kayden



- Kayden has been receiving BabyNet services for 16 months. His father recently started a new job and gained health insurance for their family.
- Kayden’s service coordinator completes a HIIRF as soon as she is notified of this change and submits it via secure email to the MIVS team.
- She also completes a change review to make sure Private Insurance is listed as Payor 1.
- The MIVS team researches and verifies Kayden’s coverage and enters the policy information into MMIS.
- The policy information will automatically be updated in BRIDGES the next day.

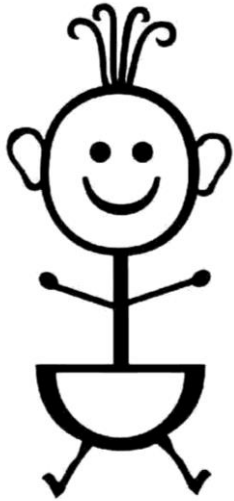
Example 3: Maria



- Maria was covered by private insurance from 1/1/2019 through 9/30/2019, but the policy information was not in MMIS and/or BRIDGES. As of 10/1/19, she no longer has active private insurance and is covered by Part C only.
- Several of Maria's providers (therapists) have not billed for services that were delivered in September of 2019. If they try to bill for dates of service during this time, the claims will be rejected because her old policy information was never entered into MMIS.
- Maria's Service Coordinator receives a message from BabyNet State Office requesting that a HIIRF be completed to add Maria's old policy information.
- The Service Coordinator completes a HIIRF with the old policy information and securely emails it to the MIVS team.
- The MIVS team receives the form, completes research, verifies Maria's coverage, and enters the policy information into MMIS.
- The policy information will automatically be updated in BRIDGES the next day.



Example 4: Griffin



- Griffin's private insurance just ended on 1/31/2020.
- Several of Griffin's providers (therapists) are noticing recent claims from February and March rejecting.
- Griffin's Service Coordinator should contact Griffin's family and request new policy information and submit a new HIIRF if there is a new policy.
- If there is not a new policy, Griffin's service coordinator needs to complete a change review in BRIDGES to make sure the *Planned Services* section accurately displays Medicaid/Part C as Payor 1 as of 2/1/2020.
- Providers who submitted claims for dates of service after 1/31/2020 with Private Insurance information may need to reach out to the Regional Coordinator for assistance.

Summary

- New referrals with insurance: HIIRF completed by BabyNet Eligibility during Intake.
- Child gains insurance after the initial IFSP: Service Coordinator completes HIIRF and conducts change review to update Planned Services.
- Child loses insurance after the initial IFSP: Service Coordinator completes HIIRF and conducts change review to update Planned Services.
- Child no longer has insurance, but did within the past year: HIIRF should be completed to make sure old policy is in MMIS in case providers bill for older dates of service. You will be notified of these instances by BabyNet State Office staff.

