

Provider Notice

To: **All Providers**
From: **PerformCare**
Date: **June 8, 2023**
Subject: **AD 23 108 Member Medicaid ID changes**

This notice serves to outline the process for providers when a Member's Medical Assistance Identification number (MAID) is changed and a second MAID is generated, thus requiring the member's two MAID profiles to be merged in the PerformCare system. This can occur, but is not limited to, when a member's name is changed such as through an adoption.

When a member is assigned a different MAID number, it's important for PerformCare to be made aware so that we can update our system accordingly. To ensure member claims are processed correctly, the member files under the old and new Medicaid number, including claims and authorizations, must be merged internally within PerformCare. Claims denials due to this change will be reviewed for claims reprocessing once the merge occurs.

Providers have two options to alert PerformCare when a member's MAID number is changed.

- 1) Providers may contact PerformCare Provider Claims Services at 888-700-7370 select option #1 or
- 2) Providers may submit a Navinet Claims Investigation
<https://pa.performcare.org/assets/pdf/providers/claims-billing/claims-investigation-guide.pdf>.

Thank you for your ongoing collaboration and commitment to our members. Please reach out to your Account Executive with any questions.

cc: Lisa Hanzel, PerformCare
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PerformCare Account Executives