

3: Enrollment and Eligibility

3.1 Enrollment

Unison is only offered to certain categories of Medicaid consumers in its service area. Unison serves Medicaid consumers as an alternative to the traditional fee-for-service program. Effective dates for new Unison members will be the first of the month. Newly enrolled members receive a Member handbook and a Unison member identification card.

3.2 Eligibility

3.2.1 Member Identification Cards

Unison members are instructed to carry their ID card at all times. The Unison ID number and the effective date of coverage appear on the front of the card. The PCP name and phone number also appear on the front of the card. Although the MMIS Medicaid Billing number is also listed on the card, all participating Unison providers must use the member's Unison ID number when billing Unison for services. Members enrolled in the ABD Plus product are identified as ABD Plus members on their cards.

Sample Unison ID Card (CFC members)



Note: Possession of a Unison ID card does not guarantee eligibility, coverage or payment.

Sample Unison ID Card (ABD Plus members)



Note: Possession of a Unison ID card does not guarantee eligibility, coverage or payment.

3.2.2 Verifying Eligibility

PCPs receive a monthly roster of members who have chosen their practice for primary care services. The lists are sent to the PCP offices the first week of every month. New member additions to the practice will be indicated by an asterisk. Termination dates of members who are disenrolling from the plan or practice will also be indicated. The roster will also note if the member is due for a HEALTHCHEK exam.

Consulting physicians and facilities do not receive monthly rosters.

Unison recommends that all PCPs, consulting physicians and facilities verify member eligibility prior to each service. Unison offers eligibility verification by telephone, on the Unison Health Plan website, or by an electronic transaction system.

A. By Telephone

Interactive Voice Response System (IVR) – Unison has employed an IVR system to handle eligibility inquiries. Simply call 888.586.4766 to verify eligibility, or to receive PCP or COB information. Before calling, be sure to have your Unison provider number, the member's Unison member ID number (or Social Security number) and member's date of birth available.

Unison Member Services Department – The Member Services Department is also available to assist with eligibility verification from 7 a.m. to 7 p.m., Monday-Friday. You can reach them at 800.895.2017.

B. On the Unison Health Plan Website

Unison Health Plan Website – Providers may access eligibility and claim information via our website. On-line registration is required. Please visit www.unisonhealthplan for more information.

C. By Electronic Transaction System

WebMD – Unison has partnered with WebMD to make electronic transactions, including eligibility inquiries, accessible to the provider community. Please reference the EDI companion documentation included with this manual for information regarding this service.

3.2.3 Enrollment Verification Department

An Enrollment Verification Representative attempts to contact each new Unison member within one week of enrollment. The representative verifies the member's demographic information and PCP selection. The representative also reinforces education of membership responsibilities, the role of the PCP, and general health plan guidelines.

3.3 Processing of PCP Changes

3.3.1 Member Initiated

Each member either selects or is assigned a PCP at the time of enrollment. The member may, at any time, change his/her PCP by contacting Member Services. Under normal circumstances, the member will receive a new PCP upon the day of request. At that time, a new identification card will be issued and sent to the member's residence.

3.3.2 PCP Initiated

PCPs may recommend that a member be removed from their practice due to member non-compliance or a failure to establish a mutually beneficial relationship. The PCP may not use the member's health status as cause to transfer a member. The PCP must submit a written request to the Provider Relations Department.

Upon receipt of the request, a Member Services Representative will contact the member to facilitate selection of a new PCP. The representative will address educational issues as necessary. The new PCP effective date and a new ID card are issued as soon as possible. The PCP may be required to provide care to the member up to 30 days from Unison's receipt of the request or until a new PCP is chosen.

A new PCP will be selected for the member if Unison is unable to contact the member via telephone. A letter is sent to the member indicating the name of the new PCP and the reason(s) for the change.

3.3.3 Additions of Newborns

During a member's pregnancy, a Miracles Representative (see the 'OB/GYN' section of this manual for details on the Unison Miracles Pregnancy Program) aids the member in the enrollment and PCP selection process of the newborn.

Unless otherwise specified by the mother, newborns born to Unison members will gain Unison eligibility on the date of birth. However, in order to enroll the newborn, Unison must first notify ODJFS of the birth. Prior to enrollment and assignment of a member ID number, providers may bill for services rendered to the newborn using the mother's Unison ID number. Eligibility will begin the first day of the month of birth and continue through the end of the month in which the 120th day falls. It is also important to remember that sometimes newborns will be added (sometimes retroactively) to Unison effective on the date of their birth.

3.4 Member Rights

Please take the time to review the Member Rights and Responsibilities found in the member handbook.