

# QUESTIONS AND ANSWERS ABOUT MEDICAID CARDS

## How do I get a DC Medicaid Card for dependent children on my caseload?

**When a child has been initially removed from a parent, guardian or 3<sup>rd</sup> party placement,** the removing social worker shall ask the caregiver for the child's insurance card. If they refuse to give you the card, please request it at the Shelter Care Hearing or applicable court hearing. Make sure that you inform the assistant attorney general (AAG) if the parent or guardian has refused to give you the card. Parents have an obligation to provide financial support to their children even while they are in care. The child's parents' insurance (if applicable) should cover them for the brief time that it will take to enroll them into Medicaid.

Within 1 business day after you have had the court hearing and the judge finds that the children should remain in care, you should complete the following tasks:

1. Retrieve and fill out the 30A form and the Citizen Alienage Declaration form for all children, including children of teen mothers.  
*Note: forms are available on FACES.NET.*
2. File a copy of the child's insurance card from the parent or guardian in the case record.
3. Make sure that you have entered the correct address of the child's placement in both the placement screen and client screen of FACES.NET; otherwise the child's Medicaid card will not be sent to the correct address.
4. Forward the forms and another copy of the child's insurance card to the Eligibility Unit, Room 3044, 200 I St SE, Wash DC 20003.
5. Print a copy of the ACEDS (Automated Client Eligibility Determination System) screen print of "Screen One: Client Profile" reflecting the child's Medicaid status. Write the Medicaid number in the "Medicaid Number" section of the *Receipt of Passport Packet* acknowledgement form (Attachment A).
6. Deliver the Placement Passport packet, including the acknowledgement form, to the foster parent or placement resource where the child is placed.
7. Ensure that the foster parent or placement resource signs two copies of the *Receipt of Passport Packet* acknowledgement form and gives one copy of the signed form back to you.
8. Submit the signed *Receipt of Passport Packet* acknowledgement form to the supervisory eligibility technician in the Eligibility Unit of the Business Services Administration (Room 3044).
9. Failure to complete this process immediately upon the child entering care can result in difficulty obtaining the necessary healthcare needed for the child, as well as for your case to be in compliance with federal and District regulations, and for you to obtain any court-ordered health services or evaluations.

**Clients enrolled in fee-for-service Medicaid without a social security number in ACEDS must submit a copy of their social security card within 6 months to retain Medicaid eligibility.** If you did not have an original Social Security Card or original birth certificate for the child at the time that you applied for the Medicaid card, you must apply for and obtain an original birth certificate (*see administrative issuance [CFSA-11-4 Requesting Vital Records](#)*). Once you have the birth certificate, you can request a Social Security card. (For newborns, the hospital may assist you with this process.) Once you have received a copy of the original birth certificate or Social Security card, submit a copy of either of them and a copy of the court order to the Eligibility Unit.

## What do I do when a child changes placement?

**Make sure that you take the child's Placement Package, including their Medicaid card and any Medical records, to the new foster parent or placement provider when the child is initially placed** (*see [Placement & Matching](#) policy*).

Once a child has been in placement and has DC Medicaid, that same Medicaid card will cover that child for the duration of their placement. It is "good" no matter where they are living. Whenever you need any kind of medical care for a child or parent on your caseload, contact the Office of Clinical Practice for assistance at 724-9742 or 671-7233 for any after-hours urgent medical need. They will refer you to an appropriate provider.

## **What if the card is lost?**

1. Fill out the Request for Medicaid Card form (from the Eligibility Unit) and submit it to Room 3044, 200 I St SE, Wash DC 20003.
2. Again, make sure that the child's correct placement address is in the placement and client screen in FACES.NET or the card will not be mailed to the correct address.

## What do I need to do when a child leaves (paid) care?

**Again, first make sure that you give the child's Placement Package to the caregiver or the minor leaving care.**

1. Tell the parent, relative, or minor leaving care to go to the TANF office and apply **as soon as possible** for Medicaid so that the child will continue to have coverage and there will be no gaps in coverage.
2. Immediately, fill out the Medicaid Location Code Change Form (available from the Eligibility Unit), otherwise, the child will not be able to obtain a Medicaid card.
3. Send the form to the Eligibility Unit, Room 3044, 200 I St SE, Wash DC 20003.

If you fail to fill out this form, the caregiver will be unable to obtain Medicaid, may be unable to access healthcare and may develop credit problems due lack of insurance or billing confusion. The children and families we serve need whatever support we can provide in maintaining their health.

Attachment A: RECEIPT OF PASSPORT PACKET

Date: \_\_\_\_\_

Child Name: \_\_\_\_\_

Medicaid Number/Card: \_\_\_\_\_

Delivered By: \_\_\_\_\_  
Print Name Title Signature

Received By: \_\_\_\_\_  
Print Name Signature

This form is to acknowledge that when the above named child was placed, a Passport Packet was also provided containing all available information.

Comments: \_\_\_\_\_  
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