

Procedure No. 2-2-2  
Replaces Procedure No. 2-2-2

Revised: 08-09-21  
Issued: 08-01-95

SUBJECT: System for Handling Insurance Cards of Individuals Served.

PURPOSE: To establish a system for tracking and safekeeping of Insurance cards of those persons served by Woodhaven and to carry out the mandate of Habilitation Services Policy No. 2

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Medicaid cards will be kept in a file in the Accounting office maintained by the Accounting clerk. Initial registration with the health service provider will require the use of the Medicaid card; however, the presentation of these cards will not be necessary on follow-up visits. Because of the relative infrequent use of these cards, it is desirable to maintain these cards in a central location with regulated access to reduce possible fraud. Medicaid cards and numbers do not change annually. It will be necessary to check the cards out when needed for a Doctors' visit or other reason. Cards will be signed back in upon return from the visit.

Some individuals receiving services have the ability to maintain their own Medicaid cards on their person with other identification. When this is the case, the Program Manager should report this fact to the Accounting clerk who will note that in her records. A copy of Medicaid Card is also kept in the main Program record.

Medicare Cards and Insurance Cards are kept in the Office of the Assistant Director of Residential and Health Services (ADRHS) in a secure folder. The ADRHS ensures that the insurance cards are updated annually. Some individuals will need to change plans each year, based on medication usage, copays or other reasons. The ADRHS works closely with the ISP team and CLAIM (Community Leaders Assisting the Insured of Missouri) to ensure chosen insurance plan chosen covers their medical needs. The ADRHS is responsible for ensuring that insurance information is updated as needed. Staff can check out cards from him if needed for initial appointments. The ADRHS will provide a copy of new insurance information to the Program Manager, who maintains an updated copy in the main record. He will also provide information to IT clerk who will ensure new information is updated in Therap.

Approved by: \_\_\_\_\_  
Director of Residential and Community Services

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