

# CLAIMS REJECTED: CHILD CARE INVOLVEMENT

Some Medicaid enrollees are foster care patients, and transportation claims for these individuals are rejected as the foster care agency is responsible for the transportation needs of its patients.

The child care involvement information is **not** known to Medical Answering Services or the transportation vendor. Notification is returned to the transportation vendor who has submitted a claim for an individual with an active child care case.

If the child care edit is triggered on a claim, **do not contact the Medicaid enrollee**. Please follow the instructions below:

<b>On the Service date the patient is:</b>	
<b>0-21 years of age</b>	<b>21+ years of age</b>
1. Contact Medical Answering Services (MAS).	1. Contact Medical Answering Services (MAS).
2. MAS will contact the Department of Health (DOH) with the patient's Medicaid identification number.	2. MAS will contact the Department of Health (DOH) with the patient's Medicaid identification number.
3. DOH will provide the foster care agency information to MAS where transportation claims should be remitted by the transportation vendor.	3. DOH will ask the appropriate social services agency to end-date the child care case.
	4. Once complete, DOH will notify MAS.
	5. MAS will notify the vendor who can then resubmit their claim to eMedNY.