

Medicaid Insurance Management Enhancements

Question & Answer

Training 6/18/2025; 12 pm

Q: Do the cases that no longer have Medicaid still appear in the Insurance extract?

A: Insurance extracted in the Insurance Extract is dependent on the parameters you enter in the fields when creating the extract. If you select the insurance modified dates and modifications to the Medicaid insurance did not occur in this parameter, it would not be extracted in the report.

Q: Will these changes prevent Medicaid overlapping as well?

A: yes, the intention behind the enhancements is to reduce the overlapping insurance issues that users are currently experiencing.

Q: If an end date is not entered, does it give the user an alert to enter it?

A: When checking the Lost Medicaid check box, there is a warning prompting the user to add an end date. The insurance will not be able to be saved with the check box selected without an end date.

Q: Just to be ULTRA clear for me--these enhancements mean that we will no longer send an email to SSG requesting they end the Medicaid interval when a child loses Medicaid?

A: That is correct – TRAC-IT will now automatically perform the same actions the Support Desk performed.

Q: Will we be notified when Medicaid is first entered into the system? I am an Administrator and I onboard the clients for my providers. I have had instances where I have only had their private insurance on Trac It and when i submit my billing for the month, it gets rejected because it turned out that they had Medicaid but it was added after I had initially onboarded the client but I never receive notification when Medicaid is added to a client's insurance by the service coordinator.

A: You will not be notified when the insurance is updated – you can check the insurance information in the child's record.

Q:As a provider, sometimes we see children get Medicaid back (retroactively) and the EI benefit would need to be retroactively added back as well. Will this affect that?

A: These updates will not impact the entry of a back-dated EI benefit. The start date is set by DBHDS when enrolling the child in the benefit.