ODMHSAS Customer Enrollment

The following instructions apply:

If the customer does not have a member ID,

OR

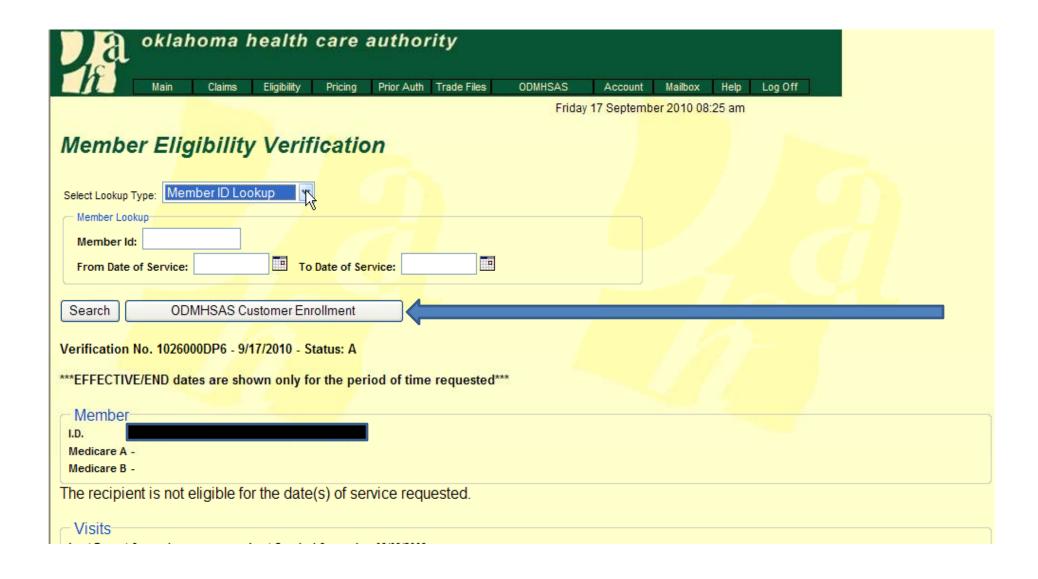the customer does not have DMH (MHSAS)
Eligibility,

OR

the customer has MHSAS eligibility, but it is
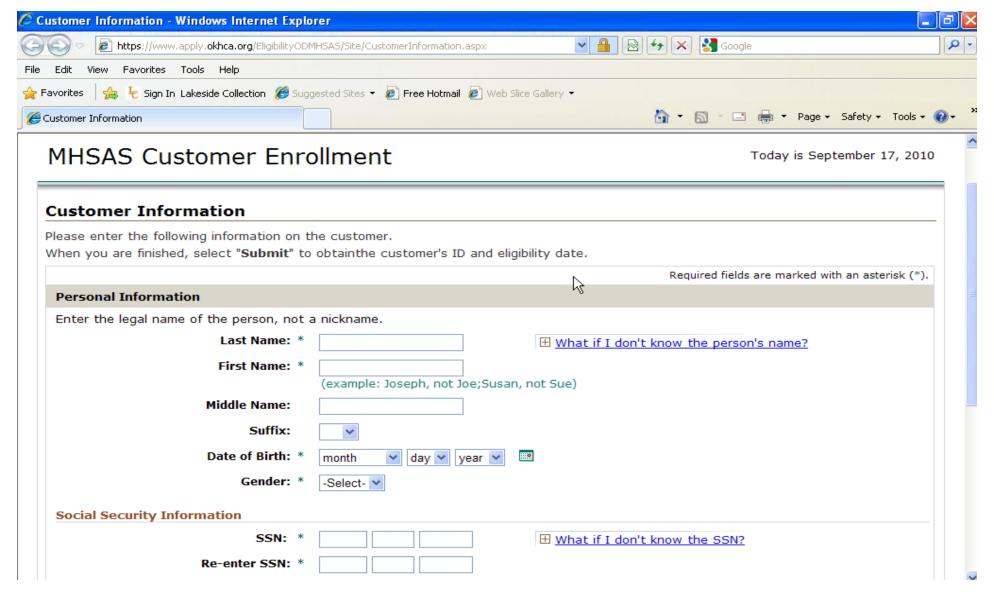going to expire soon.

Background Information

Many providers were confused as to why this process is the same. The process is the same because the enrollment program uses the information that the provider enters and searches for a match. If the program finds a match then it will add MHSAS eligibility to that Medicaid ID; however, if it cannot match an ID then it will create a new ID with only MHSAS eligibility. This is why it is imperative to do a search ahead of time to ensure that you have matching information with the Medicaid system.

Click on 'ODMHSAS Customer Enrollment'

Link will take you to On-Line Enrollment
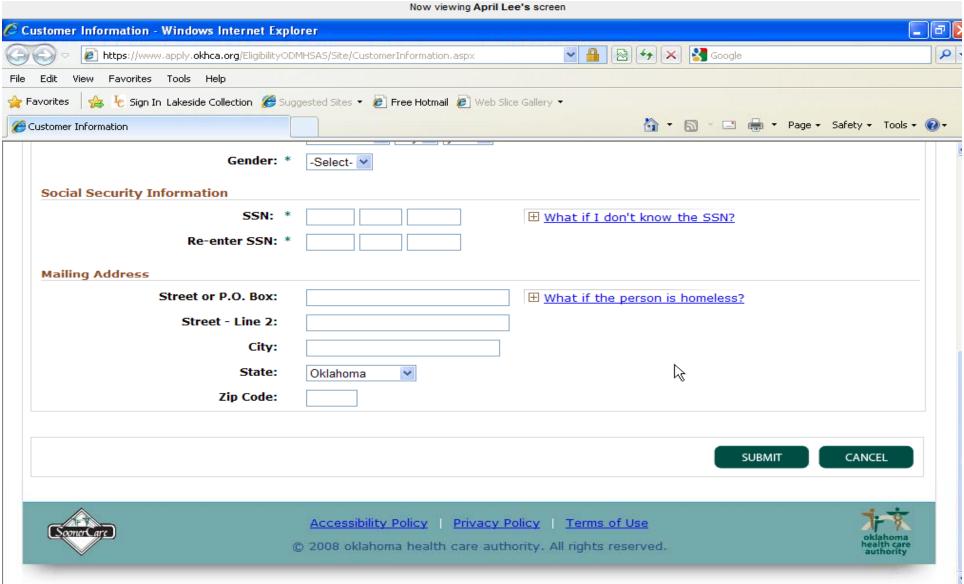
What if I don't know the person's name?

What if I don't know the person's name?

If the customer cannot be identified or falls into one of the categories shown below, then this application cannot be used. Instead, use the designated ID for the specific type of customer. If you need assistance in determining the ID to use, you may contact either ODMHSAS or OHCA.

Non-Identified Customer Services include three classes of services:

- **Crisis** services offered to a customer who is not known to the provider agency and is unable to provide sufficient identifying information.

- **Diasater Program** services provided to a designated target population or geographical area for a limited time in response to a natural or human-caused occurrence (e.g., hurricane, tornado, flood, earthquake, explosion, hazardous materials accident, mass criminal victimization incident, war, transportation accident, fire, terrorist attack, famine, epidemic) that causes human suffering. The disaster program is designed to provide additional assistance when a disaster has created a collective need that overwhelms local resources.

- **Services to Non-specific Customer**, i.e., services to a customer or group of individuals not admitted for treatment, such as outreach or early intervention services; or when a clinical team provides consultation for many customers at a treatment team meeting or for administrative exercises, such as staff training.

Enter Name, Date of Birth, Gender, SSN, and Address then click 'Submit'

What if I don't know the SSN or the customer is homeless?

⊟ **What if I don't know the SSN?**
If you do not know the SSN, enter all 0's (zeroes).

⊟ **What if the person is homeless?**
Enter where the customer receives mail in the Mailing Address fields. If the member is homeless, but you know the name of a shelter he can be reached at, enter the address. Otherwise, leave the address blank.

After clicking submit, the screen will give you the name, Member ID, and the starting eligibility date

MHSAS Customer Enrollment

Results

The Customer ID and eligibility date for the person are:

Customer Eligibility Details

Name:	Donald Duck
Member ID:	555555589
Eligibility Date:	09/12/2010

Enter another applicati

Things to Remember

- This is NOT enrollment for Medicaid
  - You should encourage customer to go to www.mysoonercare.org to fill out for Medicaid benefits
- You still need to be cautious to not create duplicate Customer IDs
- Entering in 000-00-0000 for the SSN should be the very last resort