



Eligibility and Payment Issues

The new Medicaid Information Technology System (MITS) went live on August 2, 2011. Since then, MITS has processed almost 3.8 million claims and disbursed more than \$438 million to providers. As with any new system, however, especially a system this large and complex, technical issues inevitably arise.

While the system continues to process claims, some claims that providers submitted are suspending or denying due to a system problem. This is causing some consumers who are eligible to appear to be ineligible. Hewlett Packard (HP), the vendor contracted to implement MITS, is working to correct this issue. Although it is affecting a relatively small number of Ohio's 90,000 Medicaid providers, we deeply regret any inconvenience or hardship it may have caused.

In order to ensure that the affected providers receive the compensation they are owed, we will be processing estimated claim payments for those providers today, for receipt on Thursday, August 25. We will adjust future payments as needed to account for any over or underpayment.

As soon as a solution is implemented, providers will be notified of any actions they should take.

For up-to-date information about MITS, go to <http://jfs.ohio.gov/mits/index.stm>.