

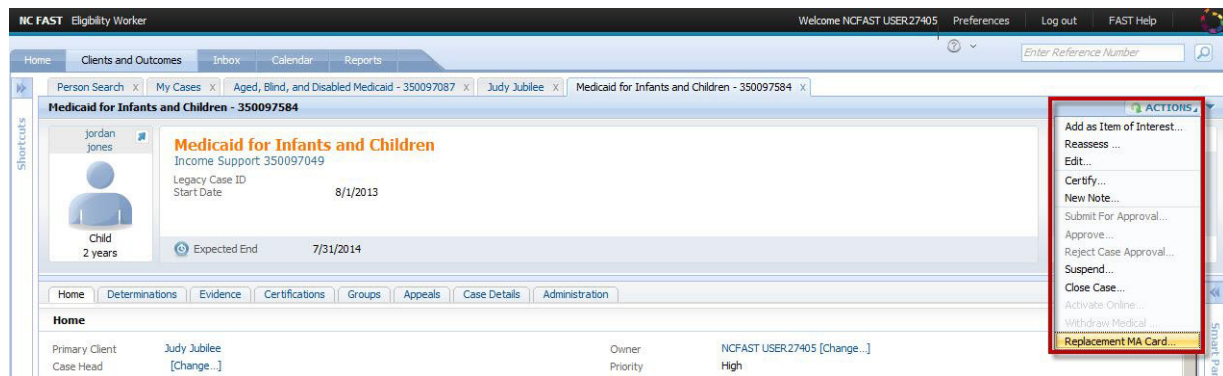
Process a Medicaid Card Replacement

Purpose

To order or reissue a Medicaid replacement card for a client.

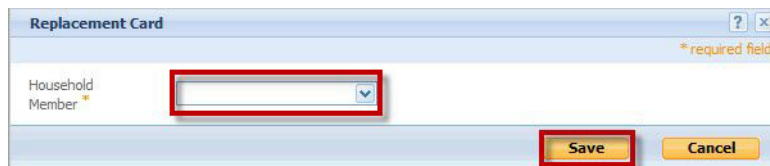
Steps

1. Navigate to the Product Delivery Case page. Click the Page Action Menu then select **Replacement MA Card**.

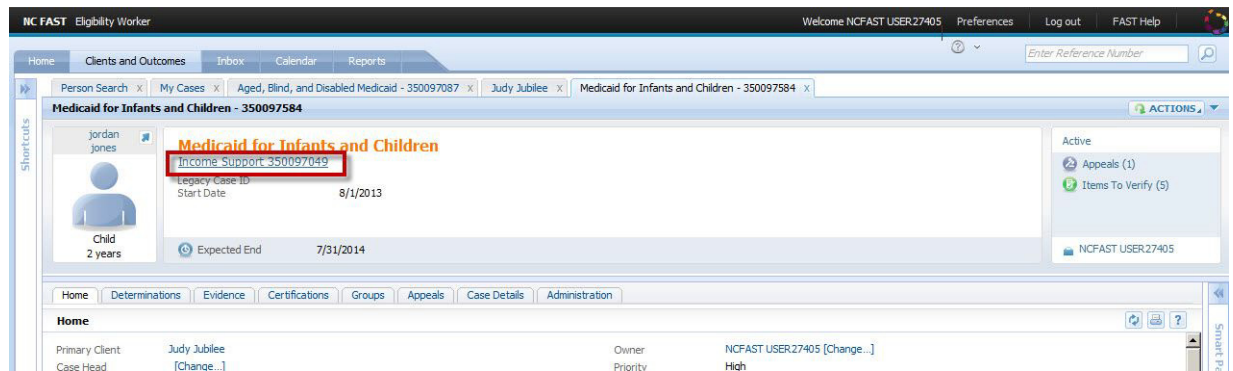


Participant Note: For navigation to the Product Delivery Case page, refer to *Searching for Cases* procedure.

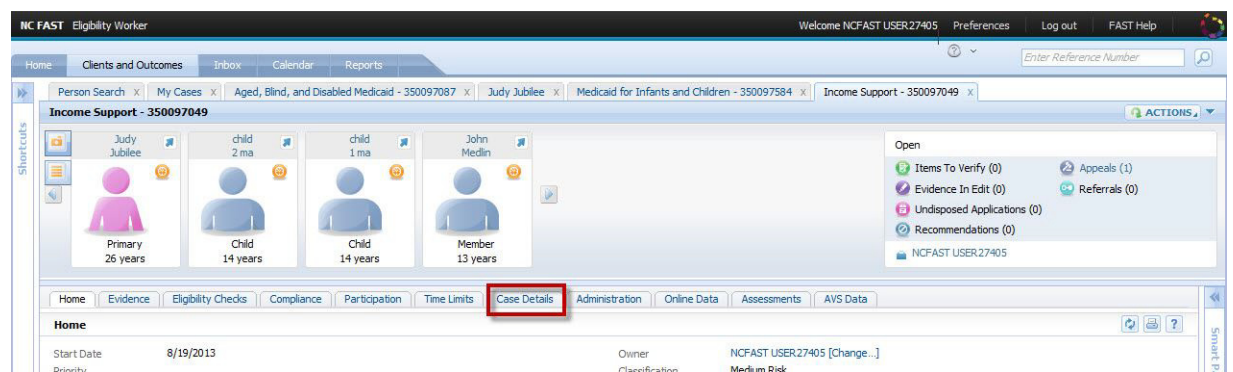
2. The Replacement Card pop-up appears. Select the applicable household member then click **Save**.



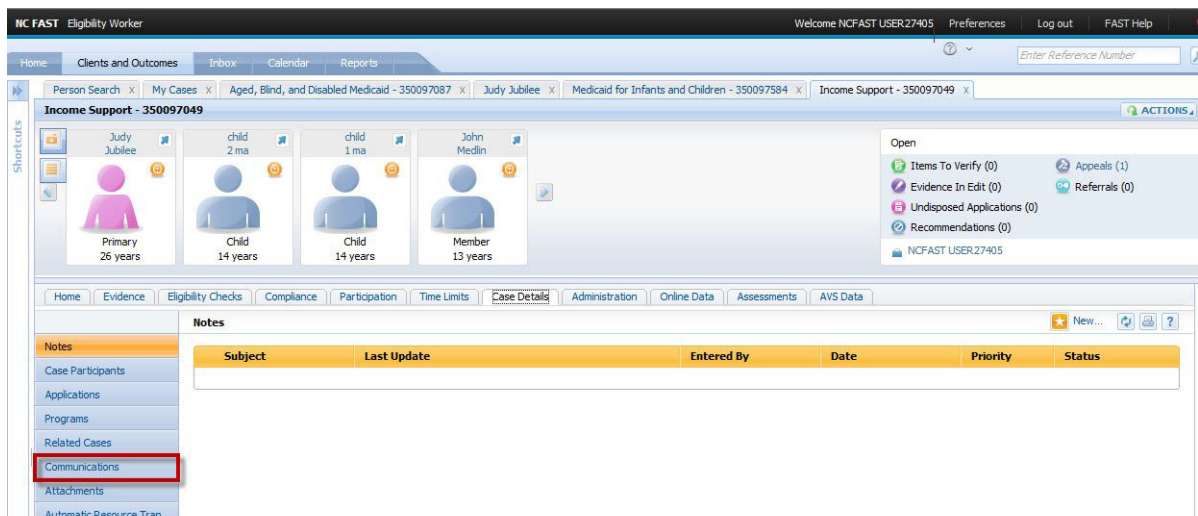
3. The Product Delivery Case page displays. In the context panel, click the **Income Support** hyperlink.



4. The Income Support page displays. Click the **Case Details** tab.



5. The Notes page displays. Click the **Communications** folder.



6. The Communications page displays. Click the applicable **toggle**.

NC FAST Eligibility Worker

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Home Clients and Outcomes Inbox Calendar Reports

Person Search x My Cases x Aged, Blind, and Disabled Medicaid - 350097087 x Judy Jubilee x Medicaid for Infants and Children - 350097584 x Income Support - 350097049 x

Income Support - 350097049

Open

- Items To Verify (0)
- Evidence In Edit (0)
- Undisposed Applications (0)
- Recommendations (0)
- Appeals (1)
- Referrals (0)

NCFast USER:27405

Home Evidence Eligibility Checks Compliance Participation Time Limits Case Details Administration Online Data Assessments AVS Data

Notes

Case Participants

Applications

Programs

Related Cases

Communications

Attachments

Automatic Resource Tran...

Grace Period

Communications

Subject	Type	Name	Communication Status	Date	Status
NCFast20004 - Medicaid ID Card	Pro Forma	Judy Jubilee	Draft-Central Print	3/31/2014	Active
NCFast-20007 Medical Assistance Recertification Notice	Pro Forma	Judy Jubilee	Sent-Central Print		Active
NCFast20004 - Medicaid ID Card	Pro Forma	Judy Jubilee	Sent-Central Print		Active
NCFast20004 - Medicaid ID Card	Pro Forma	Judy Jubilee	Sent-Central Print		Active
NCFast20004 - Medicaid ID Card	Pro Forma	Judy Jubilee	Sent-Central Print		Active
NCFast-20007 Medical Assistance Recertification Notice	Pro Forma	Judy Jubilee	Sent-Central Print	10/29/2013	Active

Smart Panel

7. The table expands showing detailed information for the replacement card.

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Transfer History

Communications

Subject	Type	Name	Communication Status	Date	Status
NCFast20004 - Medicaid ID Card	Pro Forma	Judy Jubilee	Draft-Central Print	3/31/2014	Active

Communication Details

Regarding Case Member Method jordan jones Mail/Post Communication Status Draft-Central Print

Correspondent Details

Name Judy Jubilee Type Client

Address 234 sixer ave raleigh, Wake, North Carolina, 27601

Associated Files

File Location Document Location File Reference Document Reference

Comments

Smart Panel

Related Procedures

None