Optional magnetic card readers for verifying client eligibility using the Services Card

Washington Apple Health (Medicaid) clients are issued a permanent Services Card after eligibility is established. The Services Card will not show eligibility information, however it does have a magnetic stripe on the back that contains the encoded information off the front of the card.

Magnetic stripe

Providers can verify the services a client is eligible for through several free methods, or they may choose to purchase a magnetic card reader and pay a monthly subscription to read the magnetic stripe on the back of the Services Card. Using a magnetic card reader is optional. **Readers will not be provided or sold by the Agency**.

Using the card readers

What is a Magnetic Card Reader?

The magnetic card readers (with a monthly subscription) allow providers to "swipe" the Services Card and immediately receive eligibility information. There are at least two kinds of card readers:

- **Mini Magnetic Card Readers** attach to a computer via a USB connection. Internet access is required. Eligibility information is accessed through secure login to the vendor's website and seen on the computer screen. Providers can print the screen.
- **Desktop Magnetic Card Readers** use either the Internet or an analog phone line to send inquiries and receive eligibility information. Eligibility information is printed line by line similar to a cash register or credit card receipt.
- **VeriFone Vx Dial Terminal** uses an ANALOG phone line that can be dedicated and is required for use. Note that this device only works through the analog phone line.
- It will not work on any Internet connection.

NOTE: Providers are not required to have a swipe card reader to verify eligibility. There are other free methods.

How much do the card readers cost?	Costs for card readers vary. Providers are encouraged to shop for the model and vendor that best meets their needs. The agency does not provide, endorse, or sell card readers. However, to ensure that providers would have at least one option for a readers compatible with the Services Card, the vendor for ProviderOne is required to make readers available for purchase by providers who request them. The models under the contract with Client Network Services, Inc. (CNSI) and TransUnion range from $100 to $400. Model features, specification, and eligibility subscription service information is available on TransUnion's website.
Can I use a card reader I already have?	It depends on your card reader. The Services Card uses a single track format for data encoding that is readable by many commercial card readers. Card reader specifications and Frequently Asked Questions (FAQs) about compatibility can be found on TransUnion's website.
Will I need to subscribe to a service?	Yes. In addition to having a magnetic card reader that is configured appropriately, you will need a monthly subscription to access the secure network that connects to ProviderOne eligibility data. This service will only be offered through TransUnion, the designated network switch vendor. The fee for this service is $15 a month for each reader with unlimited transactions.
Who do I call for help with: • **Reader specs** • **Subscription service** • **Compatibility questions**	For help with known approved reader specifications for devices, related compatibility questions, and questions on how to subscribe to the service, please call TransUnion at 1-877-732-6853. You may also send inquiries by email.
Can I verify client eligibility without a card reader?	Yes. There are a number of free options to check eligibility, including: • On-line web query thru ProviderOne eligibility inquiry - available 24/7; • 270/271 batch eligibility inquiry and response transactions - available 24/7; • Automated client eligibility information using the Interactive Voice Response (IVR) over the telephone, available 24/7 at 1-800-562-3022. No matter which option providers choose, the eligibility information returned will be the same.
More information?	• Visit TransUnion's website for more on card readers, compatibility, and subscription services. • For more online information about Washington Apple Health and ProviderOne, visit our ProviderOne Resources page. • Review the ProviderOne Billing and Resource Guide.