MS Medicaid requires that the beneficiary's correct date of birth be submitted on each pharmacy claim for adjudication.   MS Medicaid defines correct DOB as the date of birth that MS Medicaid has on file.

To obtain the beneficiary's correct date of birth,

- check for DOB on Medicaid card; or
- ask beneficiary and/or family member for the correct date of birth; or
- contact ACS's Pharmacy Help Desk at 1-866-759-4108; or
- go to the web portal "Mississippi Envision" at https://msmedicaid.acs-inc.com/msenvision/userLogin.do
  - log in; and
  - go to, "Provider", "Inquiry Options" and "Eligibility Inquiry"; and
  - enter either the Beneficiary ID or Last Name, First Name and SSN; and
  - a response will appear showing both beneficiary personal and eligibility information including the date of birth.

If there is an error with a beneficiary's DOB on file with DOM, refer the beneficiary and/or responsible party to the Agency's Provider and Beneficiary Bureau (PBR) at 1-800-421-2408.