

Frequently Asked Questions & Tips

My consumer says they are Medicaid eligible, but Ascend still shows them as inactive.

Medicaid eligibility is updated daily through EMOMED. Once the eligibility file is received, it is uploaded into Ascend. To verify eligibility, go to the **Consumer** tab in Ascend and select **Eligibility**.

An attendant calls requesting several months' worth of pay stubs.

Attendants have two options: 1. They can log into the employee portal to view and print their own pay stubs. 2. We can provide an **Attendant Payment Report**, but we do **not** print multiple months of individual pay stubs.

An attendant requests an employment verification.

We cannot complete or release an employment verification without **written authorization** from the attendant. Authorization must be received by **email or fax**. Employment verifications will **not** be completed based on verbal requests over the phone.

My Skylight card was lost, stolen, or hacked.

Once a Skylight card has been issued, the cardholder must contact **Skylight** directly for assistance.

Please note:

- We cannot access or resolve issues with Skylight accounts.
 - If a replacement card is issued, it will have a **new account number**, and funds associated with the previous account will not automatically transfer to the new card.
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An attendant says they did not receive their direct deposit.

There is nothing we can do until the attendant's bank rejects the deposit and returns the funds to our bank. Once we are notified that the funds have been returned, we can begin resolving the issue.

A consumer or attendant says their pay is short.

If the concern occurs at the **end of the month**, the most common reason is that the consumer has **exceeded their authorized service units**. Verify the consumer's remaining authorized units before investigating other possible causes.