

# Individual Plan Secure Provider Website Guide: Eligibility and Benefits

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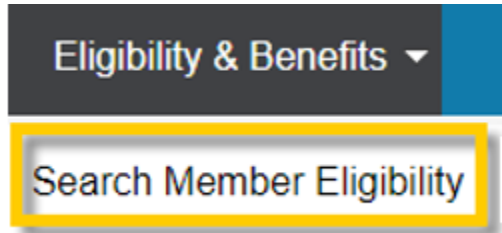
## Guide Contents:

1. Search member eligibility.....	2
2. Member Eligibility List page.....	2
3. Member Details page.....	3

# Eligibility and Benefits Search Tool

## 1. Search member eligibility

1.1 Under Eligibility & Benefits on the main navigation bar, click “Search Member Eligibility” in the dropdown menu.



1.2 Search for the member using the required search fields and hit the “Search” button. You can search for multiple members at one time. To add rows, select the “Add Member” link (to a max of 30 rows).

This page allows you to enter search criteria for a member. Health plans designate these criteria. Per HIPAA regulations, no more than four data elements can be required for a search. If you wish to search for ineligible members, select yes from the dropdown menu.

\*Required Field

Search								Add Member
Eligible as of Date	DOB	SSN	Health Plan ID#	Medicaid ID#	First Name	Last Name		
1 08/16/2017	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Delete
2 08/16/2017	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Delete
3 08/16/2017	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Delete
4 08/16/2017	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Delete
5 08/16/2017	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Delete

1.3 Required search fields are DOB and Last Name OR Health Plan ID#

## 2. Member Eligibility List page

After completing a valid search, you’ll be directed to the Member Eligibility List page. On this page, member information will appear in one of three sections: Active, Ineligible, or Not Found.

This page displays the members meeting the search criteria. You can conduct another search by clicking search again, view member detail by clicking a member name link, view benefit plan information by clicking a plan number link, and display results in a form suitable for printing.

\*Required Field

Active														Download File	Printer Friendly Format		
Order Entered	Eligible as of Date	Health Plan ID#	Medicaid ID#	DOB	Member	Lock-In	SSN	Effective Dates	Policy Benefit Name	Benefit	Group No	Coverage Type Code	Network Name	Provider	Provider Effective Date		
1																	
2																	
3																	

1

Ineligible												Download File
Order Entered	Eligible as of Date	Eligibility Member No	Medicaid ID#	DOB	Member	Lock-In	SSN	Group No	Eligibility Effective Date	Eligibility Expiration Date	Benefit Information	
3												

1

Not Found							
Order Entered	Health Plan ID#	Medicaid ID#	DOB	First Name	Last Name	SSN	Error Message
4							Unable to identify member. You can search again with additional information or contact the health plan.

Note: If you wish to search again, the information you originally entered for these members will be retained allowing you to correct any information you previously entered.

2.1 Active: In the green square above, the members have an active eligibility segment.

Active											
Order Entered	Eligible as of Date ?	Health Plan ID# ?	Medicaid ID#	DOB ?	Member	Lock-In ?	SSN ?	Effective Dates	Policy Benefit Name ?	Benefit	Group
1										Usage	
2										Usage	
3										Usage	

- The [Member Name](#) link will take you to the Member Details page.
- The [Policy Benefit Name](#) link will take you to the Summary of Benefits page.
- The [Benefit/Usage](#) link will take you to the member's Benefit Accumulators page.

2.2 Ineligible: In the yellow box above, the members have an eligibility segment, but that segment is currently terminated or inactive.

Ineligible											Download File
Order Entered	Eligible as of Date ?	Eligibility Member No	Medicaid ID#	DOB	Member	SSN	Group No	Eligibility Effective Date	Eligibility Expiration Date	Benefit Information	
										Inactive - Awaiting Initial Payment	

2.3 Not found: In the red box above, members weren't found from data entered in the eligibility search.

### 3. Member Details page

After selecting the "Member Name" link from the "Member Eligibility List" page you'll be directed to that member's detail page where you can find additional information regarding that member.

This page displays member-specific information. The drill-down options may vary depending on permissions set up by the health plan. Among options members are the ability to edit their their address, add dependents, select PCPs, view their eligibility history, and others. If a user account has been defined, its information will be displayed. Members may also elect to share information with family or the subscriber. \*\*Required Fields

**Search**

\* **Eligible as of Date**   (mm/dd/yyyy)

**Employer Label**

**Household** Printer Friendly Format

Member	Relationship	Health Plan ID#

[View Accumulators](#) [View Claims](#) [Submit HCFA Claim](#)

**Subscriber Name**

**Member ID#**

**Member Reference No**

3.1 Household section: Shows all members active on the benefit plan for the "Eligible as of Date" you selected (or identified at the top of the Member Details page).

Household			Printer Friendly Format
Member	Relationship	Health Plan ID#	
12345678901234567890	Self	XXXXXXXXXX	

3.2 Member Information section: Shows member information for the selected member.

<b>Subscriber Name</b>	XXXXXXXXXX
<b>Health Plan ID#</b>	XXXXXXXXXX
<b>Medicaid ID#</b>	XXXXXXXXXX
<b>Medicare ID#</b>	XXXXXXXXXX
<b>SSN</b>	XXXXXXXXXX
<b>DOB</b>	XXXXXXXXXX
<b>Gender</b>	XXXXXXXXXX
<b>Marital Status Code</b>	XXXXXXXXXX
<b>Address</b>	XXXXXXXXXX
<b>Home Phone</b>	XXXXXXXXXX
<b>Work Phone</b>	XXXXXXXXXX
<b>Fax</b>	XXXXXXXXXX

There are three links above the Member Information section:

Household			Printer Friendly Format
Member	Relationship	Health Plan ID#	
12345678901234567890	Self	XXXXXXXXXX	
			<a href="#">View Accumulators</a> <a href="#">View Claims</a> <a href="#">Submit HCFA Claim</a>

- View Accumulators: Takes you to the member’s Benefit Accumulators page. When applicable, a real time return of the member’s accumulators (e.g. in/out-of-network deductible or out of pocket) will be available.
- View Claims: Takes you to the member’s Claim Status List page where you’ll have access to any claim(s) the member currently has associated with your security rights.
- Submit HCFA Claim: Takes you into the claim submission page and pre-populates the selected member information.

3.3 Eligibility Information section: Shows current eligibility information based on the “Eligible as of Date” you selected.

Eligibility Information					View Eligibility History
Policy Benefit Name	Coverage Type Code	Coverage Level Code	Effective Date	Expiration Date	
XXXXXXXXXX	Medical	Individual	01/01/2019		

- The Policy Benefit Name will identify the member’s benefit plan. The name is also a link that’ll take you to the Summary of Benefits page where you can review any available benefit plan-specific documentation.
- The View Eligibility History link found above the Eligibility Information section will take you to the “Member Eligibility History” page where you can see all historical eligibility segments.

- The [“View Detail”](#) link in the Eligibility History section allows you to quickly navigate to a previous or future eligibility segment.

Member Eligibility						
Benefit Plan	Health Plan ID#	Group	Group No	Effective Date	Expiration Date	
<a href="#">View Detail</a>				01/01/2019		
<a href="#">View Detail</a>				01/01/2019		

4.4 Primary Care Physician (PCP) section: Shows the member’s current PCP assignment and the effective and termination date of the member’s PCP assignment.

Primary Care Physician						
Care Management Type	Provider	Coverage Type Code	Provider Type	Network Name	Effective Date	Expiration Date
Primary Care Physician						

4.5 Other Coverage section: Shows any other coverage or coordination of benefits (COB) information when available.

Other Coverage						
LOB Coverage Type	COB Code	Effective Dates	Insurer Name	Insurer Payment Order	Employee ID No	Policy No
No Results Found						