

## Frequently Asked Questions (FAQs)

### PRP-101 – Provider Portal Eligibility Verification

- Q. Do I have to be logged into the Provider Portal to check member eligibility?**
- A.** Yes. You can only view member information after logging into the secure portal.
- Q. Is eligibility verification a guarantee of coverage?**
- A.** No. Eligibility verification only indicates the current state of coverage as reflected in the MMIS. Member coverage can change.
- Q. Why did my new Other Insurance record disappear?**
- A.** When you enter an Other Insurance record, it is moved to a workflow for the Mississippi Division of Medicaid to verify and approve. The record will appear in the Other Insurance list after approval.
- Q. What if I enter an Other Insurance record twice?**
- A.** Don't worry, duplicate records are easily deleted from the worklist.