

## Job Aid

# PRP-101 Eligibility Verification

You can check member eligibility on the secure provider portal by accessing the Eligibility tab from the Home page. Note that you must log in before you can access secure functions. See Figure 1: Provider Portal Home Page.

1. Click the **Eligibility** tab.

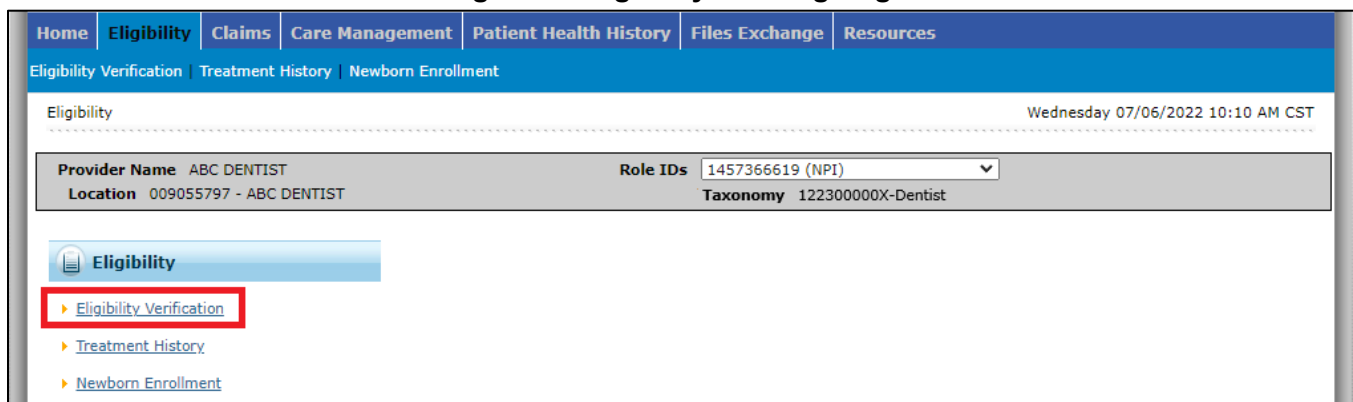
**Figure 1: Provider Portal Home Page**



The screenshot shows the Provider Portal Home Page. At the top left is the Mississippi Division of Medicaid logo. To its right is a search bar labeled "Search Medicaid:" with a magnifying glass icon. Below the search bar is a navigation menu with tabs: Home, Eligibility (highlighted with a red box), Claims, Care Management, Patient Health History, Files Exchange, and Resources. A "Logout" link is in the top right corner. The main content area displays the user's name "Bob Smith" and a "Welcome" message. On the left, there are sections for "User Details" and "Provider" information, including Name, Provider ID, and Location. In the center, there is a "MESA" logo (Medicaid Enterprise System Assistance) and a "Welcome Health Care Professional!" message. On the right, there are links for "Sign Up to Receive News", "Secure Correspondence", and "Latest News".

2. On the **Eligibility** landing page, you can choose: Eligibility Verification or Treatment History.
3. Click the **Eligibility Verification** link. See Figure 2: Eligibility Landing Page.

**Figure 2: Eligibility Landing Page**



The screenshot shows the Eligibility Landing Page. The navigation menu at the top has "Eligibility" highlighted. Below the menu, there are tabs for "Eligibility Verification", "Treatment History", and "Newborn Enrollment". The "Eligibility Verification" tab is highlighted with a red box. The main content area displays the user's name "Bob Smith" and a "Welcome" message. On the left, there is a section for "Eligibility" with a red box around the "Eligibility Verification" link. In the center, there is a "MESA" logo and a "Welcome Health Care Professional!" message. On the right, there are links for "Late Breaking News", "Provider Bulletins", "UM/QIO", and "Report Fraud".

To submit a request, you must supply an Effective From date and *either* the Member ID, *or* two other identifiers from the following choices (see Figure 3: Eligibility Verification Panel):

- Social Security Number (SSN)
- Birth date
- Member's full name

4. For this example, we'll add the Member ID.

**Figure 3: Eligibility Verification Panel**

The screenshot shows the 'Eligibility Verification Request' form. A red rectangular box highlights the following fields: Member ID (with a red asterisk), SSN (with a red asterisk), Birth Date (with a red asterisk), Last Name, First Name, Effective From (with a red asterisk and value '07/06/2022'), and Effective To (with a red asterisk). The form includes a header with a question mark icon, a note about required fields, and instructions to enter member information.

The Effective To date is considered to be the current date if you leave it blank. You can search for eligibility history up to one year in the past and four months into the future, based on the current date. The Effective From and Effective To dates can only have a maximum span of 30 days between them.

5. For this example, we'll enter a From and To date that are less than 30 days apart and click **Submit**. See Figure 4: Submit Eligibility Verification Request.

**Figure 4: Submit Eligibility Verification Request**

This screenshot shows the same 'Eligibility Verification Request' form. The Member ID field is now filled with the value '349983687'. The Effective From field remains '07/06/2022'. The Effective To field is empty. Below the main form is a section titled 'Service Type Code or Procedure Code Search' with a 'Search By' dropdown menu and a 'Code Type' dropdown menu. At the bottom, the 'Submit' button is highlighted with a red border, and a 'Reset' button is also visible.

6. To search by service type code or procedure code, select the type of search from the Search By drop-down list, then start typing the desired code. The system will provide a list and narrow it down as you enter more characters. See Figure 5: Service Type Code or Procedure Code Search. Click **Submit** when you're ready to search.

**Figure 5: Service Type Code or Procedure Code Search**

The screenshot shows the 'Service Type Code or Procedure Code Search' section. The 'Search By' dropdown menu is set to 'Service Type Code'. The input field contains the letter 'd', and a list of suggestions is displayed below it: 'DG-Dermatology', 'DM-Durable Medical Equipment', and 'DS-Diabetic Supplies'. At the bottom, the 'Submit' button is highlighted in red. A note at the bottom of the search area reads: '\*\*\* 77 matches were found. Select entry or refine the search. \*\*\*'.

- The system returns the eligibility verification for the member, confirming the current assigned coverages (note that coverage is not a guarantee, since a member can lose eligibility for a variety of reasons). To view coverage information, click the link for the listed coverage. See Figure 6: Eligibility Verification.

**Figure 6: Eligibility Verification**

Eligibility Verification Information for HERMAN A SULLIVAN from 07/06/2022 to 07/06/2022			
Member ID	349983687	Birth Date	02/04/1965
		Gender	Female
Coverage	Effective Date	End Date	
<a href="#">Medicaid State Plan</a>	07/06/2022	07/06/2022	
<a href="#">Qualified Medicare Beneficiary</a>	07/06/2022	07/06/2022	
<a href="#">PHARM Regular Members (PBM Plan 100)</a>	07/06/2022	07/06/2022	

- After you finish viewing coverage details, you can return to the **Eligibility Verification** panel by clicking the **Back to Eligibility Verification** link at the top of the panel. See Figure 7: Coverage Details.

**Figure 7: Coverage Details**

The screenshot displays the 'Coverage Details' page for Member ID 349983687. At the top, there is a search bar and navigation tabs including Home, Eligibility, Claims, Care Management, Patient Health History, Files Exchange, and Resources. The page title is 'Eligibility Verification | Treatment History | Newborn Enrollment'. Below this, there is a breadcrumb trail: 'Eligibility > Eligibility Verification > Coverage Details'. The date and time are shown as 'Wednesday 07/06/2022 10:25 AM CST'. A 'Print Preview' button is visible in the top right.

Provider information is displayed in a grey box:

- Provider Name: ABC DENTIST
- Location: 009055797 - ABC DENTIST
- Role IDs: 1457366619 (NPI)
- Taxonomy: 122300000X-Dentist

The main content area is titled 'Coverage Details for Member ID 349983687 - HERMAN A SULLIVAN from 07/06/2022 to 07/06/2022'. A 'Back to Eligibility Verification' link is highlighted with a red box. Below this, the 'Verification Response ID' is 2218700019. There are 'Expand All' and 'Collapse All' links. A table titled 'Benefit Details' is shown with the following data:

Coverage	Description	Effective Date	End Date
TXIX	Medicaid State Plan - 001	07/06/2022	07/06/2022
QMB	Qualified Medicare Beneficiary - 001	07/06/2022	07/06/2022
PB100	PHARM Regular Members (PBM Plan 100) - 001	07/06/2022	07/06/2022

At the bottom, there is a 'Demographic Details' section with a plus sign icon.

To learn more about this topic, see PRP-101, Verify Member Eligibility.