Job Aid

PRP-101 Eligibility, Benefit Usage Verification and Retro Eligibility

This job aid provides the process for viewing member eligibility, service limits, Early Periodic Screening Diagnostic and Treatment (EPSDT) visits, treatment history, other insurance, and retro eligibility.

View Current Member Eligibility

Complete the following steps to verify current member eligibility:

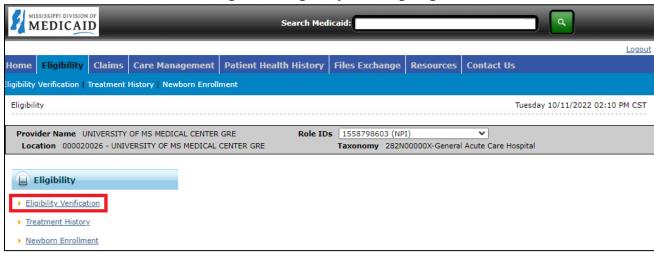1. From the Provider Portal Secure Home page, Select the **Eligibility** tab.

Figure 1: Provider Portal Home Page

2. On the **Eligibility** landing page, select the **Eligibility Verification** link, either at the top or the middle of the page.

Figure 2: Eligibility Landing Page

3. Enter the Member ID, or if you don't have it, enter two of the following:

- Social Security Number (SSN)
- Birth Date
- Member's Full Name

Note: If the user does not receive the expected results with a Member ID search, search with two of the other fields.

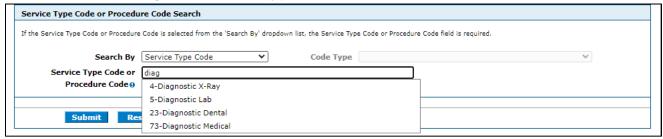**Figure 3: Eligibility Verification Panel**

4. The user does not need to enter dates except to search for a specific time. The Effective To date defaults to the current date if left blank.

Note: Search for eligibility history up to one year in the past and four months into the future. The Effective From and Effective To dates can only have a maximum span of 30 days between them.

5. To include a service type code or procedure code in your search, 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 more characters are entered.
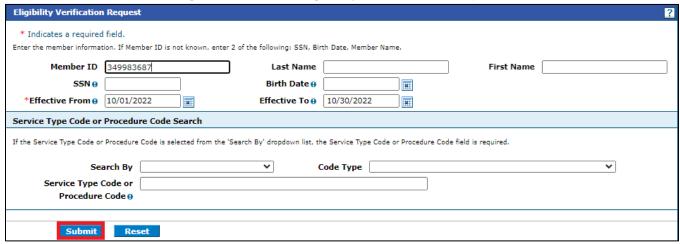
Figure 4: Service Type Code or Procedure Code Search

6. When search criteria are entered, select **Submit**.

Figure 5: Submit Eligibility Verification Request

7. The system returns the eligibility verification for the member, confirming the current assigned coverages. Remember, coverage is not a guarantee as a member can lose eligibility for a variety of reasons. To view coverage information, click the link for the listed coverage.

Figure 6: Eligibility Verification

8. To view the coverage limits section, click the **+** at the end of the **Limit Details** row or select **Expand All**.
9. To return to the Eligibility Verification panel, click the **Back to Eligibility Verification** link.

Figure 7: Coverage Details

Coverage Details for Member ID 546946040 - DACEY R SMITH from 11/18/2022 to 11/18/2022			Back to Eligibility Verification

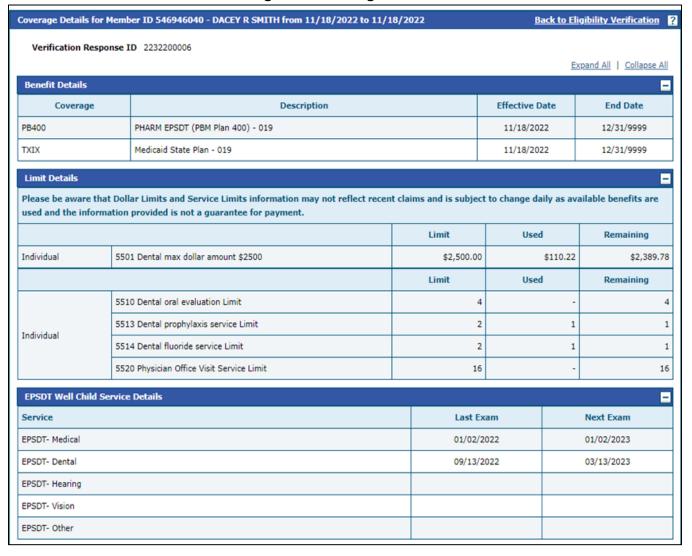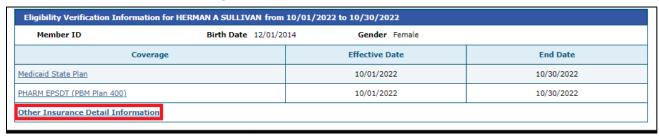Verification Response ID   2232200006

Expand All | Collapse All

Benefit Details

Coverage	Description	Effective Date	End Date
PB400	PHARM EPSDT (PBM Plan 400) - 019	11/18/2022	12/31/9999
TXIX	Medicaid State Plan - 019	11/18/2022	12/31/9999

Limit Details

Please be aware that Dollar Limits and Service Limits information may not reflect recent claims and is subject to change daily as available benefits are used and the information provided is not a guarantee for payment.

		Limit	Used	Remaining
Individual	5501 Dental max dollar amount $2500	$2,500.00	$110.22	$2,389.78

		Limit	Used	Remaining
Individual	5510 Dental oral evaluation Limit	4	-	4
	5513 Dental prophylaxis service Limit	2	1	1
	5514 Dental fluoride service Limit	2	1	1
	5520 Physician Office Visit Service Limit	16	-	16

EPSDT Well Child Service Details

Service	Last Exam	Next Exam
EPSDT- Medical	01/02/2022	01/02/2023
EPSDT- Dental	09/13/2022	03/13/2023
EPSDT- Hearing		
EPSDT- Vision		
EPSDT- Other		

View or Add Other Insurance

10. To view or add other insurance for a member, click **Other Insurance Detail Information**.

Figure 8: Access Other Insurance

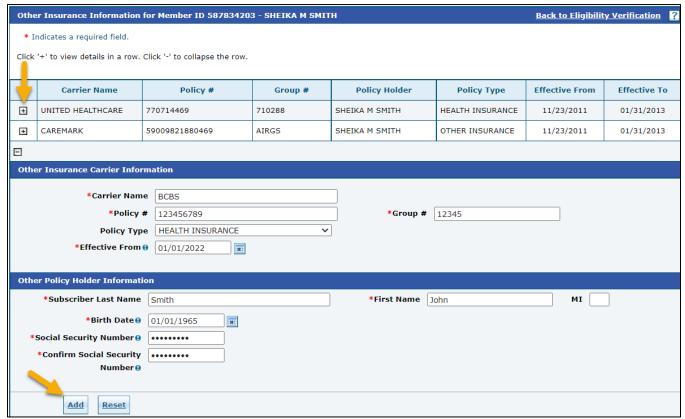| Eligibility Verification Information for HERMAN A SULLIVAN from 10/01/2022 to 10/30/2022		
Member ID Birth Date 12/01/2014 Gender Female		
Coverage	Effective Date	End Date
Medicaid State Plan	10/01/2022	10/30/2022
PHARM EPSDT (PBM Plan 400)	10/01/2022	10/30/2022
Other Insurance Detail Information		

11. The portal displays any other insurance policies for the member. To view details for any record in this list, click the **plus +** sign on the left.

12. To **add** other insurance, enter the carrier and policy holder information, then click **Add**. The system creates the record and stores it in the Other Insurance list; however, it will not appear when the user returns to this list until it is validated.

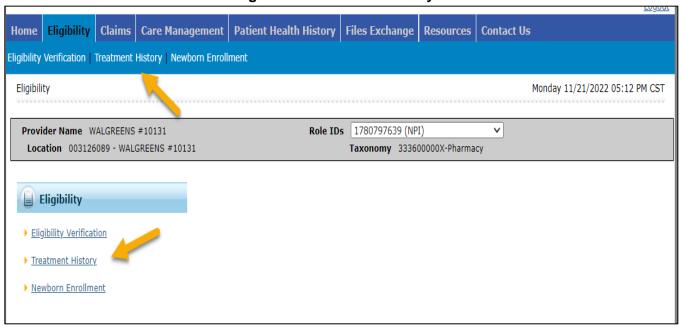**Figure 9: Other Insurance Panel**

Other Insurance Information for Member ID 587834203 - SHEIKA M SMITH					Back to Eligibility Verification	

* Indicates a required field.

Click '+' to view details in a row. Click '-' to collapse the row.

	Carrier Name	Policy #	Group #	Policy Holder	Policy Type	Effective From	Effective To
+	UNITED HEALTHCARE	770714469	710288	SHEIKA M SMITH	HEALTH INSURANCE	11/23/2011	01/31/2013
+	CAREMARK	59009821880469	AIRGS	SHEIKA M SMITH	OTHER INSURANCE	11/23/2011	01/31/2013

Other Insurance Carrier Information

*Carrier Name: BCBS

*Policy #: 123456789   *Group #: 12345

Policy Type: HEALTH INSURANCE

*Effective From: 01/01/2022

Other Policy Holder Information

*Subscriber Last Name: Smith   *First Name: John   MI:

*Birth Date: 01/01/1965

*Social Security Number: ••••••••

*Confirm Social Security Number: ••••••••

[Add]   [Reset]

View Treatment History

1. View **Treatment History** to verify if a particular CPT, HCPS or Rev code has been billed.
2. Under the eligibility page, select **Treatment History link** at the top or the middle of the page.

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Figure 10: Treatment History

3. Select the **Medical or Dental tab**. The medical tab is also for **Vision**. (See Figure 11).
4. Enter the **Member ID #**.
5. Select **Lifetime** or enter the **Service From / To Date**.
6. Enter the **Procedure Code Type**, CPT/HCPCS or Rev Code.
7. Enter the **Procedure Code**. Enter a few numbers and a code selection will populate.
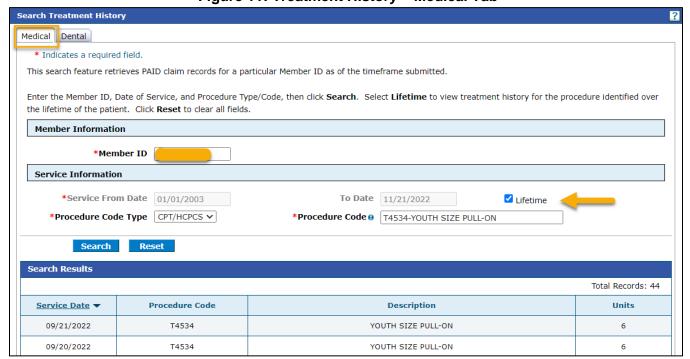
Figure 11: Treatment History – Medical Tab

Figure 12: Treatment History – Medical Tab-Vision CPT Code Search
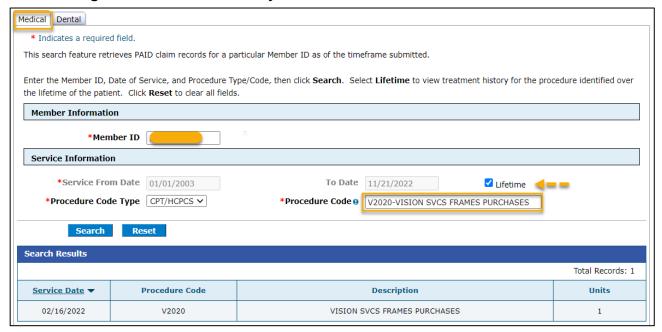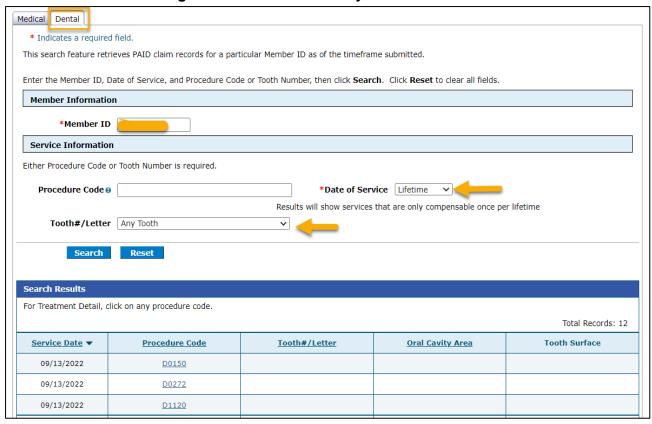

Figure 13: Treatment History – Dental Tab

View Retro Eligibility

1. To view **Retro Eligibility,** log into the portal, and select the **Member Focused Viewing Link** found at the bottom, left side of the home page**.**

Figure 14: Member Focused Viewing Link

2. Select the **Search Tab**, enter the **Member ID**, and select **Search**.
3. The Last Members Viewed Tab will show a list of the members that were searched.

Figure 15: Member Focus Search

4. This shows you the member demographics, the original effective date, and the end date of coverage.

Figure 16: Member Focus Details

Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
1.0	11/23/2022	Gainwell	Initial publication