

## 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



The screenshot shows the Provider Portal Home Page for the Mississippi Division of Medicaid. The page features a navigation menu with tabs for Home, Eligibility, Claims, Care Management, Patient Health History, Files Exchange, Resources, and Contact Us. The 'Eligibility' tab is highlighted with a red box. Below the navigation menu, there is a search bar labeled 'Search Medicaid:' and a 'Logout' link. The main content area displays the user's name 'UNIVERSITY OF MS MEDICAL CENTER GRE' and the role '1558798603 (NPI)'. A central banner for 'MESA MEDICAID ENTERPRISE SYSTEM ASSISTANCE' is visible, along with a 'Welcome Health Care Professional!' message. On the right side, there are links for 'Sign Up to Receive News', 'Secure Correspondence', and 'Latest News'. The bottom of the page includes a 'Provider' section with the name 'UNIVERSITY OF MS MEDICAL CENTER GRE'.

- 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**

- 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**

- 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.

- 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**

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

**Figure 5: Submit Eligibility Verification Request**

- 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**

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

- To view the coverage limits section, click the **+** at the end of the **Limit Details** row or select **Expand All**.
- 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				<a href="#">Back to Eligibility Verification</a> ?
Verification Response ID 2232200006				<a href="#">Expand All</a>   <a href="#">Collapse All</a>
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	
<a href="#">Medicaid State Plan</a>	10/01/2022	10/30/2022	
<a href="#">PHARM EPSDT (PBM Plan 400)</a>	10/01/2022	10/30/2022	
<a href="#">Other Insurance Detail Information</a>			

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.

- 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

\*Policy #       \*Group #

Policy Type  ▼

\*Effective From

**Other Policy Holder Information**

\*Subscriber Last Name       \*First Name       MI

\*Birth Date

\*Social Security Number

\*Confirm Social Security Number

## View Treatment History

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

**Figure 10: Treatment History**

The screenshot shows the top navigation bar with 'Eligibility' selected. Below it, a sub-navigation bar has 'Treatment History' selected. A sidebar on the left contains a menu with 'Eligibility', 'Eligibility Verification', 'Treatment History', and 'Newborn Enrollment'. The 'Treatment History' option is highlighted with a blue bar. The main content area shows provider information for WALGREENS #10131 and a dropdown menu for Role IDs set to 1780797639 (NPI). The page title is 'Eligibility' and the date is 'Monday 11/21/2022 05:12 PM CST'.

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**

The screenshot shows the 'Search Treatment History' form with the 'Medical' tab selected. The form includes a 'Member Information' section with a 'Member ID' field. The 'Service Information' section has 'Service From Date' (01/01/2003), 'To Date' (11/21/2022), and a checked 'Lifetime' checkbox. The 'Procedure Code Type' is set to 'CPT/HCPCS' and the 'Procedure Code' is 'T4534-YOUTH SIZE PULL-ON'. There are 'Search' and 'Reset' buttons. Below the form is a 'Search Results' table with 44 total records.

Service Date	Procedure Code	Description	Units
09/21/2022	T4534	YOUTH SIZE PULL-ON	6
09/20/2022	T4534	YOUTH SIZE PULL-ON	6

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

Medical **Dental**

\* Indicates a required field.

This search feature retrieves PAID claim records for a particular Member ID as of the timeframe submitted.

Enter the Member ID, Date of Service, and Procedure Type/Code, then click **Search**. Select **Lifetime** to view treatment history for the procedure identified over the lifetime of the patient. Click **Reset** to clear all fields.

**Member Information**

\*Member ID

**Service Information**

\*Service From Date  To Date   Lifetime

\*Procedure Code Type  \*Procedure Code

**Search** **Reset**

**Search Results** Total Records: 1

Service Date ▼	Procedure Code	Description	Units
02/16/2022	V2020	VISION SVCS FRAMES PURCHASES	1

**Figure 13: Treatment History – Dental Tab**

Medical **Dental**

\* Indicates a required field.

This search feature retrieves PAID claim records for a particular Member ID as of the timeframe submitted.

Enter the Member ID, Date of Service, and Procedure Code or Tooth Number, then click **Search**. Click **Reset** to clear all fields.

**Member Information**

\*Member ID

**Service Information**

Either Procedure Code or Tooth Number is required.

Procedure Code  \*Date of Service

Results will show services that are only compensable once per lifetime

Tooth#/Letter

**Search** **Reset**

**Search Results** Total Records: 12

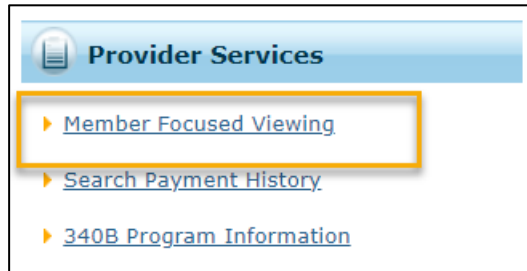
For Treatment Detail, click on any procedure code.

Service Date ▼	Procedure Code	Tooth#/Letter	Oral Cavity Area	Tooth Surface
09/13/2022	<a href="#">D0150</a>			
09/13/2022	<a href="#">D0272</a>			
09/13/2022	<a href="#">D1120</a>			

## 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**

The screenshot shows a web form titled "Member Focus Search" with a blue header and a search icon. Below the header, there are two tabs: "Last Members Viewed" and "Search". The "Search" tab is selected and highlighted with a yellow box. The form contains a search instruction: "\* Indicates a required field. Enter the Member ID or Last Name, First Name and Birth Date." Below this, there are input fields for "Member ID", "Last Name", "City", "First Name", "Zip Code", and "Birth Date". The "Member ID" field is highlighted with a yellow box. At the bottom of the form, there are two buttons: "Search" (highlighted with a yellow box) and "Reset".

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

**Figure 16: Member Focus Details**

The screenshot shows the "Member Focus Details" page. At the top, it displays "Member in Focus: DACEY R. SMITH Change" and "ID: 546946040" with a "Close Member Focus" button. The page is divided into two main sections: "Member Details" and "Coverage Details".

**Member Details:**

- Member ID: [Redacted]
- Name: [Redacted]
- Birth Date: [Redacted]
- City: RIDGELAND
- State: Mississippi
- Gender: Female
- Primary Language: ENGLISH

**Coverage Details:**

Coverage	Effective Date	End Date
Medicaid State Plan - 019	08/01/2009	12/31/9999
PHARM EPSDT (PBM Plan 400) - 019	09/01/2010	08/31/2030

Below the coverage table, there is a link: "View eligibility verification information".



## 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