

# Job Aid

# **MESA Member Portal**

This Job Aid is intended to walk the member through the MESA Member Portal. The Member Portal offers access to coverage, claims, prior authorizations, update demographics, and search for a provider. In addition, the help option can be accessed anywhere there is a question mark on the top right-hand side of a panel. The information of the panel will pop up in a separate window once you click on the "?" icon.

# **Member Portal log in**

A member who has not registered, will select **Register Now,** and follow the registration steps. After the account is created, the member receives a confirmation email acknowledging registration is completed.

A member who has forgotten their User ID will select **Forget User ID** and provide their Member ID, Birth Date, and Social Security Number. Once submitted, the system will verify if there is a match, an email will be sent to the member to the email address that they registered with.

1. A registered member will enter their **User ID**, select **Log In**, enter the password that was created at registration, and provide answers to the challenge questions. See Figure 1.

	Search Medicaid:	
		Español
Home		
Home	Fi	riday 03/31/2023 04:56 PM CST
Login *User ID Log In	Welcome to the Mississippi Medicaid Portal     This member portal contains all of the information you need to     Medicaid benefits. Want to login and see your personal health     on the left side of this page or click Register Now to access this	for Members know about your Mississippi information? Enter your User ID s secure portal.
Forgot User ID? Register Now Where do I enter my password?		
Protect Your Privacy! Always log off and close all of your browser windows. <u>Privacy Policy</u>	MAR STREET	

Figure 1: Member Portal Log in Page

Note: Registration of a minor member (age less than 19 years) is not allowed on MESA Portal. To inquire about a minor member, contact Gainwell Member Services at 1-800-844-3222.



# Home Page

The **Home Page** consists of sections that are helpful to the member.



- Lists the member's name
- Lists account # or the member's ID
- Lists effective and end date of member's coverage
- **My Profile** includes the member's contact information, challenge questions, and password change options.
- Member Demographics includes the member's ID, name, address, and phone number.



- Who is Covered lists the members covered under the contract for the current month.
- View Benefit Details lists the benefits of the selected member for the current month.
- View Other Insurance Information lists any additional insurance coverage that a member has with the same or different insurance company or government agency
- Verify Managed Care Enrollment displays the managed enrollment for the member.
- View Managed Care Assignment displays the managed care assignment for the member selected.
- View Lock-In Designation displays the Lock-In Designation for the selected Member.



A message box for members to search for specific messages sent to them via email.

Contact the Mississippi Division of Medicaid

MS Division of Medicaid website contact page

😢 Sign Up to Receive News

Members can subscribe to receive email notifications from the MS Division of Medicaid.



Members can search for providers such as doctors, hospitals, and other medical facilities.

- **Search Provider** allows the member to search for a provider by the provider type, provider specialty, or provider name.
- Primary Care Provider (PCP) lists the member's PCP selection.



- Late Breaking News. MS Division of Medicaid website that has the latest updates and information.
- **Report Fraud.** MS Division of Medicaid website that has information about how to report fraud and abuse
- Once logged in, the Home Page displays. See Figure 2.



## Figure 2: Home Page

	Search Medicaid:	
Home Coverage Claims Requests	Health Management Resources	Logout
Home		Friday 03/31/2023 04:47 PM CST
Member Name CHLOE C CATCHINGS Account # 156239370	MESA	Secure Correspondence Contact the Mississippi Division of Medicaid
Effective Date 09/01/2022 End Date 12/31/9999	MEDICAID ENTERPRISE SYSTEM ASSISTANCE Welcome! How can we help you? Welcome to your easy, safe, and secure internet portal providing you with access	Sign Up to Receive News
Member Demographics	to your health plan benefit coverage, provider information and the ability to submit requests for ID card(s) and Certificate of Coverage.	Find a provider (Doctors, hospitals, and other medical facilities).
Your Health benefit coverage  Who is Covered?		Search Provider     Primary Care Provider (PCP)
View Benefit Details     View Other Insurance Information     Verify Managed Care Enrollment		Helpful Links
View Managed Care Assignment     View Lock-In Designation		<u>Report Fraud</u>

# **Coverage Tab**

The coverage section is where a member's coverage is displayed and maintained. The coverage section include links to: Who is Covered, View Benefit Details, View Other Insurance Information, Verify Managed Care Enrollment, View Managed Care Assignment, and View Lock-In Designation. See Figure 3.



## Figure 3: Coverage Page

		Search Medicaid:	
			Logout
Home Coverage Claims Request	s Health Management	Resources	
Coverage			Friday 03/31/2023 06:04 PM CST
\delta Coverage	]		
Your Health benefit coverage			
Who is Covered?			
<u>View Benefit Details</u>			
<u>View Other Insurance Information</u>			
Verify Managed Care Enrollment			
View Managed Care Assignment			
View Lock-In Designation			

1. Select the **Coverage tab**. Any of the links can be selected under coverage to open a panel. Select **Who is Covered?** The Member List page displays. See Figure 4.

Figure 4: Coverage Tab

		Search Medicaid:	
		<u>Lo</u>	gout
Home Coverage Claims I	Requests Health Management	Resources	
Coverage		Friday 03/31/2023 06:04 PM (	CST
Coverage			
Your Health benefit coverage			
Who is Covered?			
View Benefit Details			
<u>View Other Insurance Information </u>	20		
Verify Managed Care Enrollment			
View Managed Care Assignment			
View Lock-In Designation			

The member list contains the member that is listed under the contract for the current month.



#### Figure 5: Member List Page

Member List			
Member	Birth Date	Relationship	
FRANCIS R HEALEY	10/15/1994	Unknown	

2. To view a member's benefits, select **View Benefit Details**, or select the member's name from the Member List.

#### Figure 6: View Benefit Details

	Search Medicaid:	
		Logout
Home Coverage Claims Request	s Health Management Resources	
Coverage		Friday 03/31/2023 06:04 PM CST
Coverage Your Health benefit coverage  Who is Covered?  View Benefit Details		
Verify Managed Care Enrollment		
View Managed Care Assignment		
View Lock-In Designation		

The Benefits Details page displays the member's benefits for the current month.

### Figure 7: Benefit Details Page

<u>coverage</u> > <u>View Member List</u> > Benefit Details Tuesday 01/25/2022 09:06 AM			
This page displays the benefits of the selected member. Info	rmation shown is for current month.		
Benefit Details			
Member FRANCIS R HEALEY - 10/15/1994			
Benefit Details for FRANCIS R HEALEY			
Coverage	Description		
MississippiCAN	MississippiCAN		
тхіх	Medicaid State Plan - 001		
2B100 PHARM Regular Members (PBM Plan 100) - 001			

3. To view a member's other insurance information, select **View Other Insurance Information.** The Other Insurance Summary page displays.



#### Figure 8: View Other Insurance Information Link

	Search Medicaid:	
		Logout
Home Coverage Claims Request	ts Health Management Resources	
Coverage		Friday 03/31/2023 06:04 PM CST
Commence.		
Coverage		
Your Health benefit coverage		
Who is Covered?		
View Benefit Details		
View Other Insurance Information		
Verify Managed Care Enrollment		
View Managed Care Assignment		
View Lock-In Designation		

The Other Insurance Summary page displays a list of insurance companies that the member has coverage with.

#### Figure 9: Other Insurance Summary Page

Coverage > Other Insurance				Thursday 04/20/2023 11:02 AM CST
Other Insurance				
Additional insurance coverage that a	person has with the same or different	nt insurance company or government	agency. Other insur	rance may be with a commercial insurance
company or with Medicare or Medica	id.			
Click View link to view TPL details an	d Add button to add TPL details.			
Other Insurance Summary			?	
Member Name	Relationship	Last Verification Date	Action	
MEMRY D JONES	-	12/31/2021	View	
Add	Add			
Add				

4. To verify a member's Managed Care Enrollment information, select **Verify Managed Care Enrollment.** The Managed Care Plan Enrollment page displays. See Figure 10.



## Figure 10: Verify Managed Care Enrollment

	Search Medicaid:	
		Logout
Home Coverage Claims Reques	ts Health Management Resources	
Coverage		Friday 03/31/2023 06:04 PM CST
S Coverage		
Your Health benefit coverage		
Who is Covered?		
View Benefit Details		
View Other Insurance Information		
Verify Managed Care Enrollment		
View Managed Care Assignment		
View Lock-In Designation		

The Managed Care Plan Enrollment page displays the Managed Care enrollment status of the member. A member can only enroll during the Enrollment period.

#### Figure 11: Managed Care Plan Enrollment Page

Coverage > MC Enrollment	Thursday 04/20/2023 11:20 AM CST
Managed Care Plan Enrollment	
You may only enroll during the Enrollment Period. Please contact Customer Service for any assistance.	
Click <u>Additional Coverage</u> to view your Managed Care Assignments.	

5. To view a member's Managed Care Assignment, select **View Managed Care Assignment.** The Managed Care Assignment page displays. See Figure 12.



#### Figure 12: View Managed Care Assignment Link

	s	earch Medicaid:	
			Logout
Home Coverage Claims Reque	ests Health Management	Resources	
Coverage			Friday 03/31/2023 06:04 PM CST
S Coverage			
Your Health benefit coverage			
Who is Covered?			
View Benefit Details			
View Other Insurance Information			
Verify Managed Care Enrollment			
View Managed Care Assignment			
View Lock-In Designation			

The View Managed Care Assignment page displays the Managed Care Assignment for the member. The Lock-in period is 90 days from the member's plan's effective start date, to make a change in that window. The member will need to contact Gainwell Member Services to handle any Lock-in changes.

#### Figure 13: View Managed Care Assignment Page

Coverage > View Managed Care Assignment	Thursday 04/20/2023 11:44 AM CST
This page displays the Managed Care Assignment for the Member selected.	
Your Lock-in period is 90 days from your plan's Effective Start date, to make a change in that window, you need to contact Me will handle any Lock-in changes.	mber Services, 1-800-884-3222. Member Services
Managed Care Assignment	2
Member MEMRY D JONES - 9/18/1997	
There is no information available for the selected member.	

6. To view a member's Lock-In Designation, select **View Lock-In Designation**. The Lock-In Designation page displays.



#### Figure 14: View Lock-In Designation Link

	Search Medicaid:	
		Logout
Home Coverage Claims Requests Hea	Ith Management Resources	
Coverage		Friday 03/31/2023 06:04 PM CST
🐔 Coverage		
Your Health benefit coverage		
Who is Covered?		
View Benefit Details		
<u>View Other Insurance Information</u>		
Verify Managed Care Enrollment		
View Managed Care Assignment		
View Lock-In Designation		

The Lock-In Designation page displays the Lock-In Designation for the selected member.

### Figure 15: View Lock-In Designation

Coverage > Lock-In Designation	Thursday 04/20/2023 11:45 AM CST
This page displays the Lock-In Designation for the selected Member.	
Lock-In Designation	?
Newber, MENDY D 10/FC - 0/10/1007	
Member MEMRY D JONES - 9/18/1997	
For the Current Month, there are no benefit details available for the selected member	5.

# **Claims Tab**

 Select the Claims tab, the Search Claims page display, providing two options to search claims, Day Range or Date Range. Day Range is how many months the claims results should include. Date Range is a specific date range for the claims results. The claim search results yield claims that have paid and denied. Members are able to view claims at any time, as they are not deleted from the portal.



### Figure 16: Claims Tab

Home	Coverage	Claims	Requests	Health Management	Resources
Claims					Thursday 03/30/2023 04:02 PM CST
Sear	rch Claims				?
* I	ndicates a req	uired field.			
	1	Member (	HLOE C CATC	HINGS - 9/26/1992	
		Select a Da	y Range or S	Specify a Date Range	
	Da	y Range		OR	*From 0 12/15/2021 TO 0 12/15/2021
	Searc	h Claims			

2. Once the claim search option has been entered, select **Search Claims**. The Claim Search Results Page displays claims related to the search criteria that was entered. See Figure 17.

#### Figure 17: Claim Search Results Page

Search Results								
Claims for CHLOE C CATCHINGS from 12/15/2021 to 12/15/2021 Total Records: 5								
Claim ID Service Date - Provider Status Charge Member								
4021351030827	12/15/2021	FLOWOOD RIVER OAKS HMA MEDICAL GROU	Paid	\$179.00	\$0.00			
4021349038696	12/15/2021	CANTON DISCOUNT DRUGS INC	Paid	\$63.30	\$0.00			
<u>4021349038697</u>	12/15/2021	CANTON DISCOUNT DRUGS INC	Paid	\$39.70	\$0.00			
4021349038698	12/15/2021	CANTON DISCOUNT DRUGS INC	Paid	\$39.70	\$0.00			
<u>4221349000663</u>	12/15/2021	CANTON DISCOUNT DRUGS INC	Denied	\$39.70	\$0.00			

3. To view the results of the claim, select the Claim ID hyperlink shown in Figure 17. The claim results are displayed on the Claim Details page. See Figure 18.

#### Figure 18: Claim Details Page

										Print Preview
	Claim Details for Clair	n ID - 40213510	30827						Back to Sea	rch Results 🛛 🛜
	Member ID	156239370			Service I	Date 12/15/2021				
	Member CHLOE C CATCHINGS				Prov	rider FLOWOOD	IVER OAKS HMA			
	Charge	\$179.00				HEDICAL O				
	Claim Status	Paid			Status I	Date 12/20/2021				
1	Payment Summary									
	Paye	er.			Paid To		Paid Date		Medicaid Paid Amo	unt
м	IS MEDICAID ENTERPRI	SE SYSTEM	180112	8798			12/20/2021			\$52.48
	Service Details									
	Code		Service Date	Charge	Co- Pay	Covered Balance	Not Covere Balance	d % Paid	Medicaid Paid Amount	Member Resp.
1	OFFICE O/P EST LOW	20-29 MIN	12/15/2021	\$179.00	\$3.00	\$0.0	D	\$0.00 0%	\$52.48	\$0.00
	Totals			\$179.00	\$3.00	\$0.0	D	\$0.00	\$52.48	\$0.00



# **Requests Tab – ID Card**

1. The **Requests tab** is where a member can request an ID card or a Certificate of Coverage. See Figure 19.

### Figure 19: Requests Tab

Home Coverage Claims Reque	sts Health Management Resources
Request ID Cards   Request Coverage Cert	
Requests	Thursday 03/30/2023 03:14 PM CST
	_
Requests	
ID Card	
<u>Certificate of Coverage</u>	

2. Select ID Card link, the **Request ID Card: Select Member** page displays. Member selects a reason for requesting a new card from the drop-down list and then select **Submit**. The request reasons are **lost**, **stolen**, and **damaged**. See Figure 20.

#### Figure 20: Request ID Card Page

Request ID Card: S	Select Member			?		
Please verify the member's address before requesting the ID card. If incorrect, you can change the address via ASSIST or by calling Member Change Services. It may take 5 to 7 days for your new card to arrive by mail. Members will not display in the list while a request is being processed. Be aware that sharing ID cards is not permitted and is a federal offense.						
CHLOE C CA	ATCHINGS - 09/26/1992					
Reason	Select a reason		``			
*Address	487 MARTIN LUTHER KING			_		
		_				
		_				
City	CANTON					
*State	Mississippi	~	*Zip Code 🛛	390460406		
Subm	it					

3. Once the Request reason has been selected, the **Request ID Card: Confirm Details** page displays. See Figure 21. **Select Confirm**. Member receives email confirmation to the email that was registered with the account, stating an ID card was requested and to allow five to seven days for the new card to arrive in the mail to the address on file.





#### Figure 21: Request ID Card: Confirm Details Page

# **Requests Tab – Certificate of Coverage**

The Certificate of Creditable Coverage is a document that provides evidence that a member had health care coverage from the state Medicaid program and the dates of that coverage. A member can use this document to obtain new health care coverage from a different health plan, it can reduce their waiting period so that coverage begin quickly.

1. From the **Requests** tab, select **Certificate of Coverage** link. The Certificate of Creditable Coverage page displays. Select the member and select **Submit**. See Figure 22.



Certificate of Creditable Coverage
Your Certificate of Coverage will be sent to your address on file, but if you would like it sent to an Alternative Address, please contact the Customer Relations Unit at 1-866-843- 7212.
Select member(s) and click <b>Submit</b> to submit the request for the Certificate of Coverage. CHLOE C CATCHINGS - 09/26/1992
Submit

 Once Submit is selected, the Certificate of Creditable Coverage: Confirm Details page displays. Select member and click Confirm. The Certificate of Creditable Coverage will be sent to the address on file. If you would like it to be sent to an Alternate Address, please call Customer Relations. See Figure 23.

### Figure 23: Certificate of Creditable Coverage: Confirm Details Page

😛 Certificate of Creditable Coverage: Confirm Details
Your Certificate of Coverage will be sent to your address on file, but if you would like it sent to an Alternative Address, please contact the Customer Relations Unit at 1-866-843- 7212.
Select member(s) and click <b>Submit</b> to submit the request for the Certificate of Coverage. CHLOE C CATCHINGS - 09/26/1992
Confirm Cancel

3. Certificate of Creditable Coverage has been confirmed and requested. A dialog box appears with a confirmation message, acknowledging the request and when to expect the Certificate of Creditable Coverage. See Figure 24.

Figure 24: Certificate of Creditable	Coverage Confirmation Page
--------------------------------------	----------------------------

Certificate of Creditable Coverage		?
Your Certificate of Coverage will be sent to you 7212.	Confirmation	ct the Customer Relations Unit at 1-866-843-
Select member(s) and click Submit to subm	We have received your request for Certificate of Coverage. It may take 5 to 7 days for your Certificate of Coverage to arrive by mail.	
Submit	OK	

# Health Management Tab

1. The **Health Management** tab allows the member to search and view current or previous Prior Authorizations. The **View My Authorizations** page has two options to search for Prior Authorizations: **Day Range** and **Service Date**. Service Date is the specific time a patient received medical treatment. Enter a **Service Date** and select **Search**. See Figure 25.

Home	Coverage	Claims	Requests	Health Management	Resources				
View My	Authorizatio	ins							
Home	Home > View My Authorizations Thursday 03/30/2023 04:27 PM CST								
Viev	v My Authoriz	ations			?				
Click	Search to beg	in search.							
	Member CHLOE C CATCHINGS - 9/26/1992								
		S .	Select a Day R	ange or specify a Service Da					
	Day	/ Kange		✓ OR					
	Sear	ch							

2. The Authorization Search Results page displays. See Figure 26. A list of authorizations is displayed with the Authorization Tracking Numbers, Service Dates, Authorization Statuses, Process Types and Requesting Providers. To view the details of an authorization, select the **Authorization Tracking Number** for the service date entered.

#### Figure 26: Authorization Results Page

Search Results for CHLOE C CATCHINGS from 1/2/2018 to 1/2/2018										
Authorization Tracking Number	Service Date 🔻	<u>Status</u>	Process Type	Requesting Provider	Servicing Provider					
<u>9123210</u>	01/02/2018	Finalized	DRUGS	CANTON DISCOUNT DRUGS INC						
<u>8981596</u>	08/14/2017 - 06/26/2018	Finalized	DRUGS	CANTON DISCOUNT DRUGS INC						
<u>8956300</u>	07/17/2017 - 04/30/2018	Finalized	DRUGS	CANTON DISCOUNT DRUGS INC						
<u>8933426</u>	06/19/2017 - 03/05/2018	Finalized	DRUGS	CANTON DISCOUNT DRUGS INC						
<u>8910095</u>	05/22/2017 - 01/08/2018	Finalized	DRUGS	CANTON DISCOUNT DRUGS INC						



3. Once the Authorization Tracking Number has been selected, the detail of the authorization is displayed on the **View Authorization Details** page in a collapsed format, displaying only the Service Details of the authorization. See Figure 27.

View Aut	View Authorization Details for CHLOE CATCHINGS Back to View My Authorizations ?											
	Authorization Tracking # 9123210 Process Type DRUGS											
	Expand All   Collapse All											
Requesti	Requesting Provider Information											
Member	Information											+
Diagnosi	s Information											+
Service I	etails											-
												_
If both au	thorized units a	and dollars are	e displayed,	the dollar am	ount is a	per unit rate.						
Line #	From Date	To Date	Units	Remaining Units	Units Used	Frequency	Amount	Amount Used	Remaining Amount	Code	Status	
001	01/02/2018	01/02/2018	0							NDC 63402030830-LATUDA 80 MG TABLET	Approved With Modificatio	- ns
	Print Preview											

#### Figure 27: View Authorization Details Page

4. To view an expanded view of the authorization details page. On the row of Requesting Provider, Member, and Diagnosis Information, select plus (+) sign to expand the view. See Figure 28.



	-						-		
View Authorization Details for C	HLOE CATCH	INGS						Back to View My Au	thorizations ?
Authorization Tracking	<b>#</b> 9123210					Process Typ	e DRUGS		
								Expand /	All Collapse All
Requesting Provider Information	1								-
Provider ID	1760493951		10	<b>Type</b> NPI		Provid	er CANTON I	DISCOUNT DRUGS INC	
Member Information									-
Member ID	156239370								
Member	CHLOE CATC	HINGS							
Birth Date	09/26/1992								
Diagnosis Information									-
Please note that the 1st diagnosis e	ntered is cons	idered to be th	ne princip	oal (primary)	Diagnosis Coo	le.			
		No Dia	agnosis	Codes exis	t for this prio	r authoriza	tion		
Service Details									
If both authorized units and dollars	are displayed,	the dollar am	ount is a	per unit rat	e.				
Line # From Date To Date	units	Remaining Units	Units Used	Frequency	Amount	Amount Used	Remaining Amount	Code	Status
001 01/02/2018 01/02/20	18 0							NDC 63402030830-LATUDA 80 MG TABLET	Approved - With Modifications

### Figure 28: Authorization Details Page (Expanded view)

# **Resources Tab**

1. The Resources Tab has two functions. Links and Report Download. See Figure 29.

#### Figure 29: Resources Tab

Home	Coverage	Claims	Requests	Health Management	nt Resources
Links   R	eport Downloa	d			
Resour	rces				Thursday 03/30/2023 04:48 PM CST
🔒 Re	esources				
• Links	5				
▶ <u>Rep</u> o	ort Download				

 Select Links, the Resource Links Page is displayed. A link to the MS Division of Medicaid Member Services Page is accessed by selecting the Member Services hyperlink. <u>Member</u> <u>Services - Mississippi Division of Medicaid (ms.gov)</u> See Figure 30.



## Figure 30: Resources – Links Page

Home	Coverage	Claims	Requests	Health Management	Resources						
Links   R	inks   Report Download										
Resour	Resources > Links Thursday 03/30/2023 04:56 PM CST										
	Resource Link	ts ices									

#### Figure 31: MS Division of Medicaid Member Services Page

MEDICAID MEMBERS: Please m	ake sure your contact information is up to date! Click how to update your information today.
Sefect Language 👻 Fuel State 🔸 🕈	MESA Partia for Prevalues   😾 🚺
	About Services Quality Late Brasking News Job Openings Contact Quannin
	Member Services
Mexicani Deleve ef Medical - Medical Coverge - Nerter Se	
Home  Abust  Abu	Welcome to Mississippi Medicaid The Missis ppi Division of Medicaid responsibility provides access to quality head to overlage for vulnerable-Mississippians.
Provides     Resources	Serving additional physics of Medicaid (DOM) serves a variety of Mississippi populations through these main coverage groups: Regular the Advisor View Medicaid (DOM) serves a variety of Mississippi populations through these main coverage groups: Regular the Advisor View Medicaid, Medicaid is coordinated care program Mississippi CAN, and the Children's Health
	strengthen Lindians Polish

3. The **Report Download** page allows the member to download reports and letters. Return to the Resources tab and Select **Report Download**. The member selects a report or letter from the Report drop-down list.



## Figure 32: Report Download Page

	Search Medicaid:	
		Logout
Home Coverage Claims Requ	ests Health Management Resources	
Links   Report Download		
Resources : Report Download		Thursday 04/20/2023 08:20 AM CST
Report Download		2
* Indicates a required field.		
Enter your search criteria and click the	Search button.	
		-
*Report	~	
*From Date e	Change of Address Letter	14/20/2023
	CHIP Auto Assignment Letter of Notification CHIP-004 Open Enrollment Letter of Notification	
Search	Explanation of Medical Benefits. Generate K-baby Term Notice.	
	Initial Mandatory Enrollment Letter of Notification	
	Mandatory Open Enrollment Letter of Notification	
	Mandatory Ages 0-1 Enrollment Letter of Notification Mandatory Auto Assign Letter of Notification	
	Optional Auto Assign Letter of Notification Optional Open Enrollment Letter of Notification	
	Termination Letter - Age Out	
	Termination Letter - Deceased	
	Termination Letter - Excluded from MississippiCAN Termination Letter - Medicare Enrollment	
L Privacy	Termination Letter - NH/LTC Admission	Training 8, 141
( Friday)	remination sector - ups out	Banning N-141

4. Select the desired report or letter from the **Report** download list and enter the **From Date** and **To Date** that the report should include. Select **Search**. Once the report or letter is located, it appears in the same browser or window in an Excel or PDF format. The member can print the report if needed.

# Figure 33: Resources – Report Download Page

Home	Coverage	Claims	Requests	Health Management	Resources						
Links   R	eport Downlo	oad									
Resour	Resources > Report Download Thursday 03/30/2023 05:26 PM CST										
Rep	ort Download							?			
• 1	indicates a requ	uired field.									
Enter	r your search c	riteria and	click the Sear	ch button.							
		•	eport Chan	ae of Address Letter		~					
		*From I	Date 0 03/3	0/2023	•To [	ate  03/30/2023					
	Sear	ch									



# **Change History**

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

Version #	Version # Published/ Revised		Section/Nature of Change		
1.0	01/26/2023	Gainwell	Initial publication		