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.

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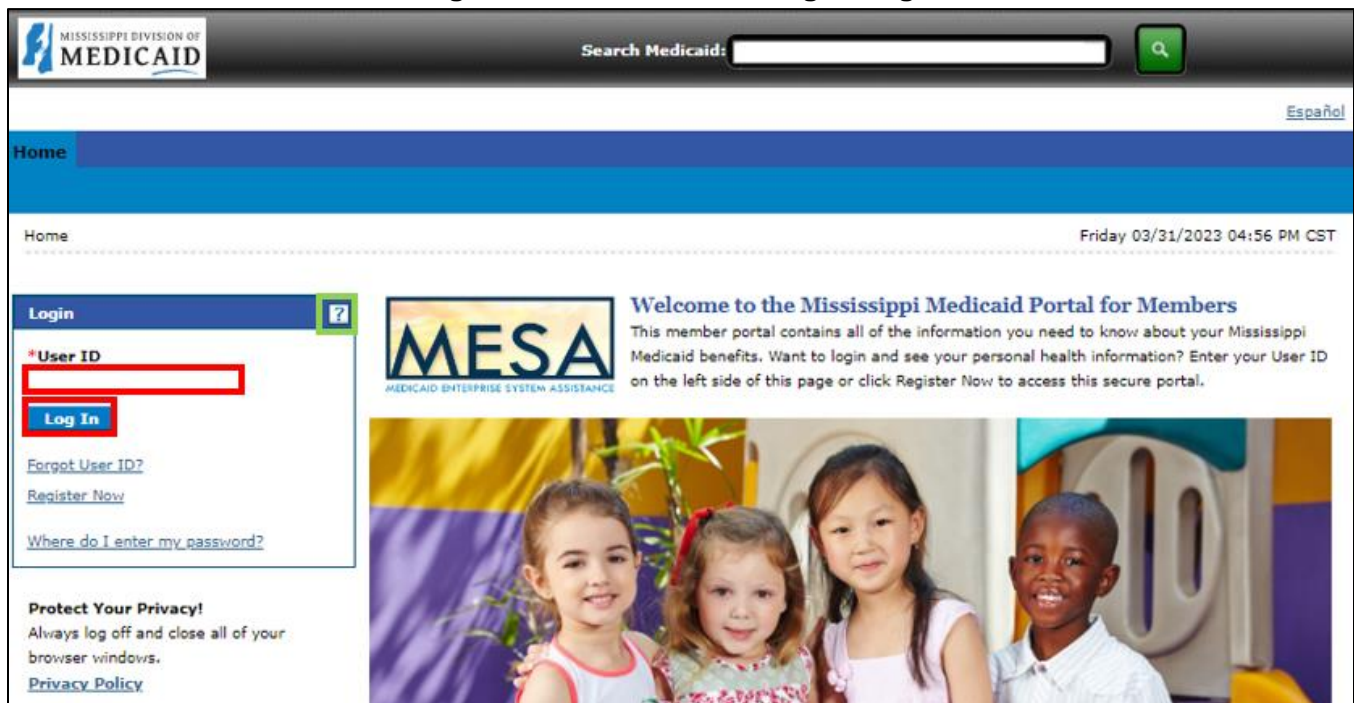
Note: Registration of a minor member (age less than 19 years) is not allowed on MESA Portal. To inquire about a minor member, contact Gainwell Member Services at 1-800-844-3222.

Home Page

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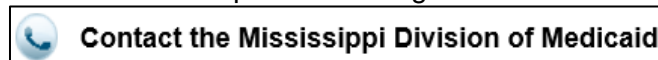
 Member

- 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.

 Coverage

- **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.

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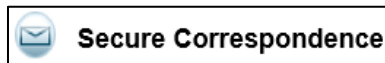
A message box for members to search for specific messages sent to them via email.

 Contact the Mississippi Division of Medicaid

MS Division of Medicaid website contact page

 Sign Up to Receive News
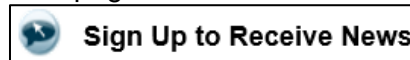
Members can subscribe to receive email notifications from the MS Division of Medicaid.

 Provider

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.

 Helpful Links

- **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

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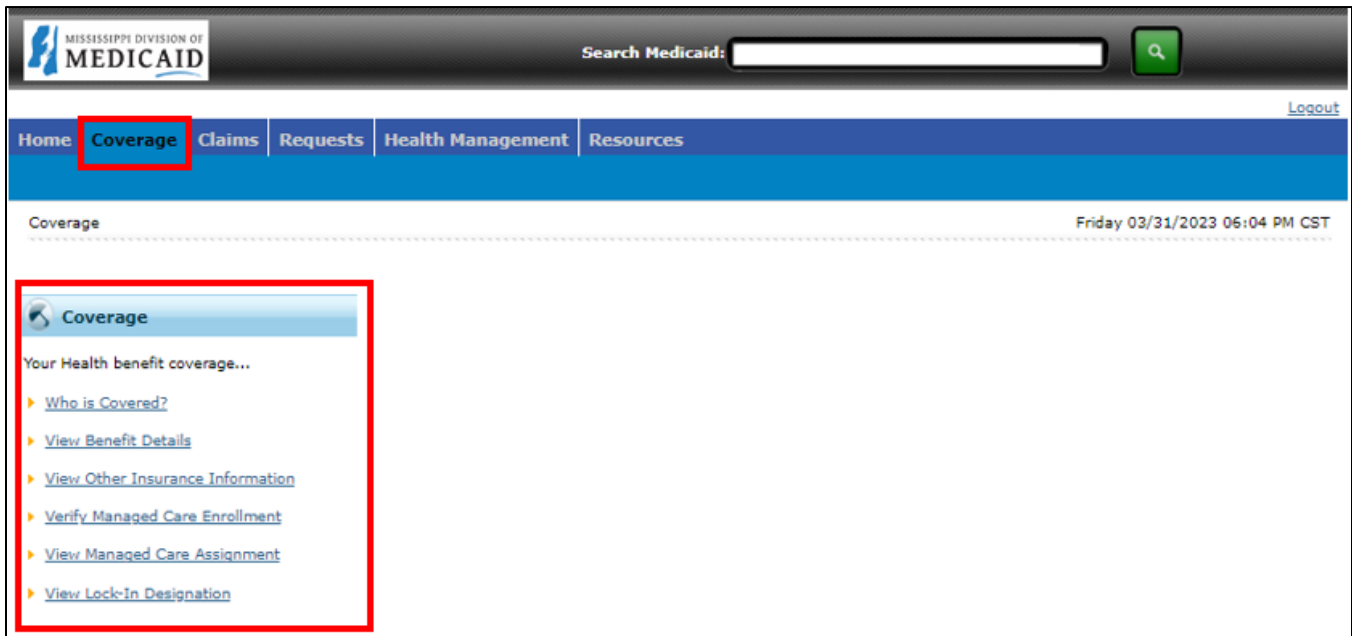
1. Select the **Coverage tab**. Any of the links can be selected under coverage to open a panel. Select **Who is Covered?** The Member List page displays. See Figure 4.

Figure 4: Coverage Tab
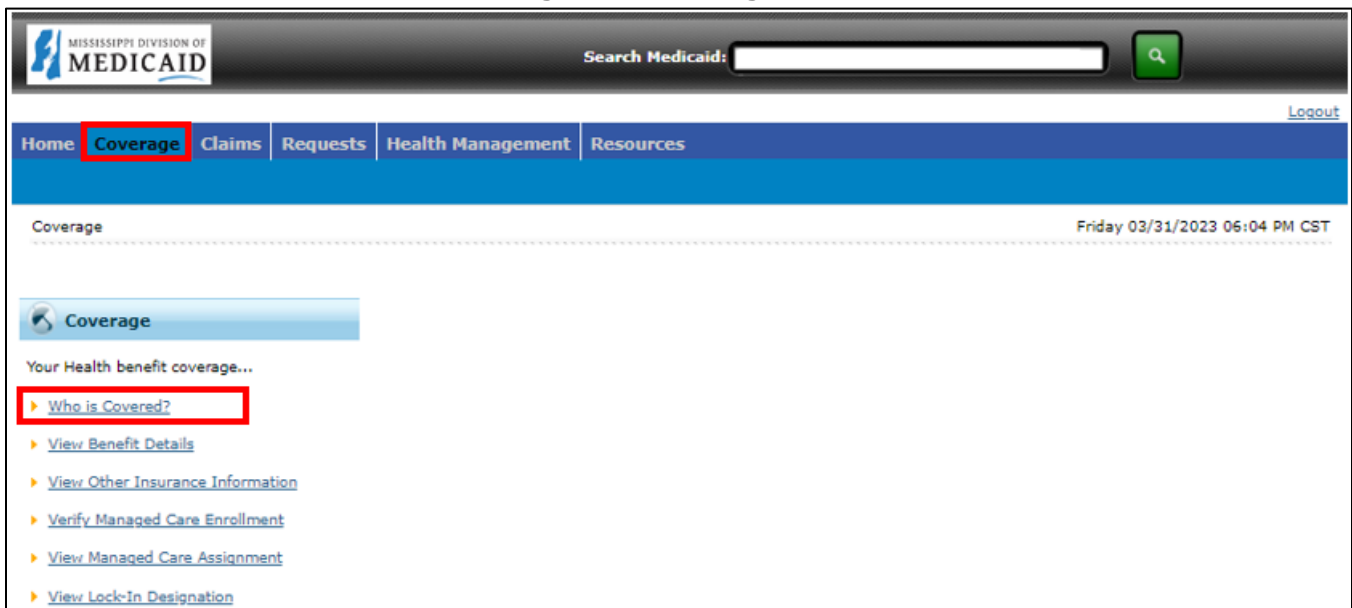
The member list contains the member that is listed under the contract for the current month.

Figure 5: Member List Page

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

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

Figure 7: Benefit Details Page

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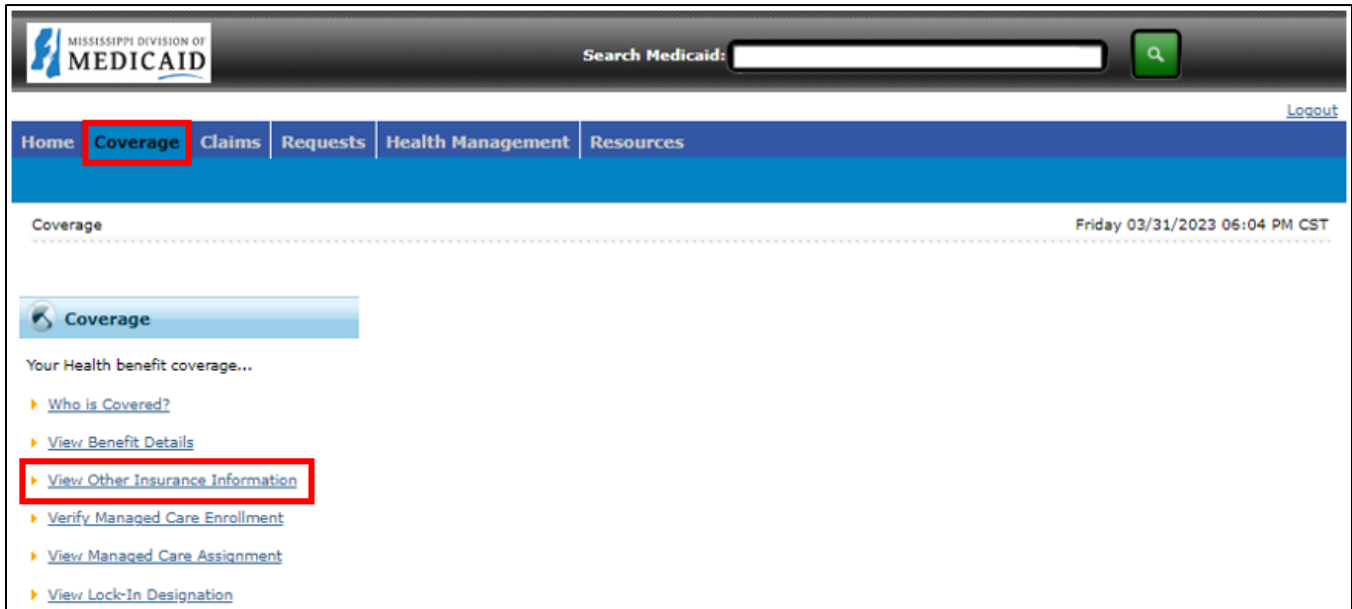
The Other Insurance Summary page displays a list of insurance companies that the member has coverage with.

Figure 9: Other Insurance Summary Page
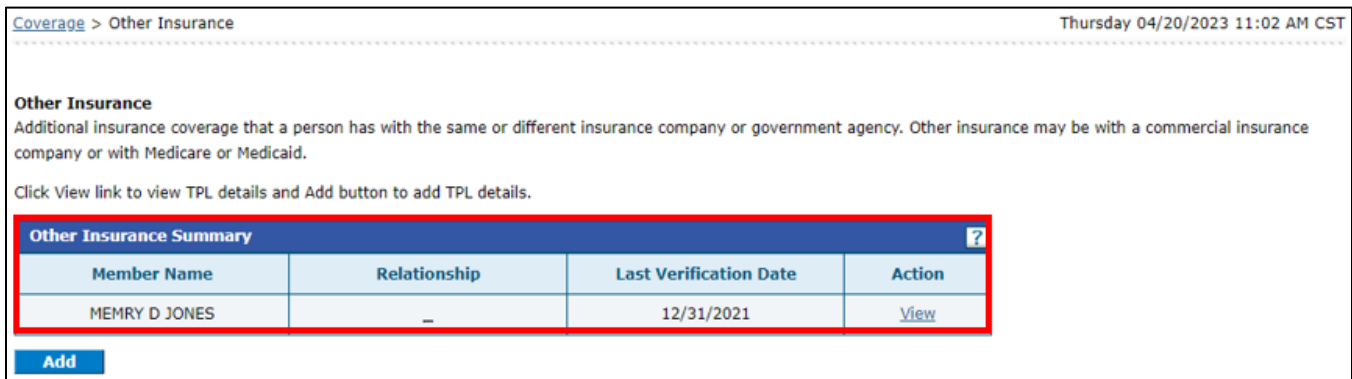
4. To verify a member's Managed Care Enrollment information, select **Verify Managed Care Enrollment.** The Managed Care Plan Enrollment page displays. See Figure 10.

Figure 10: Verify Managed Care Enrollment
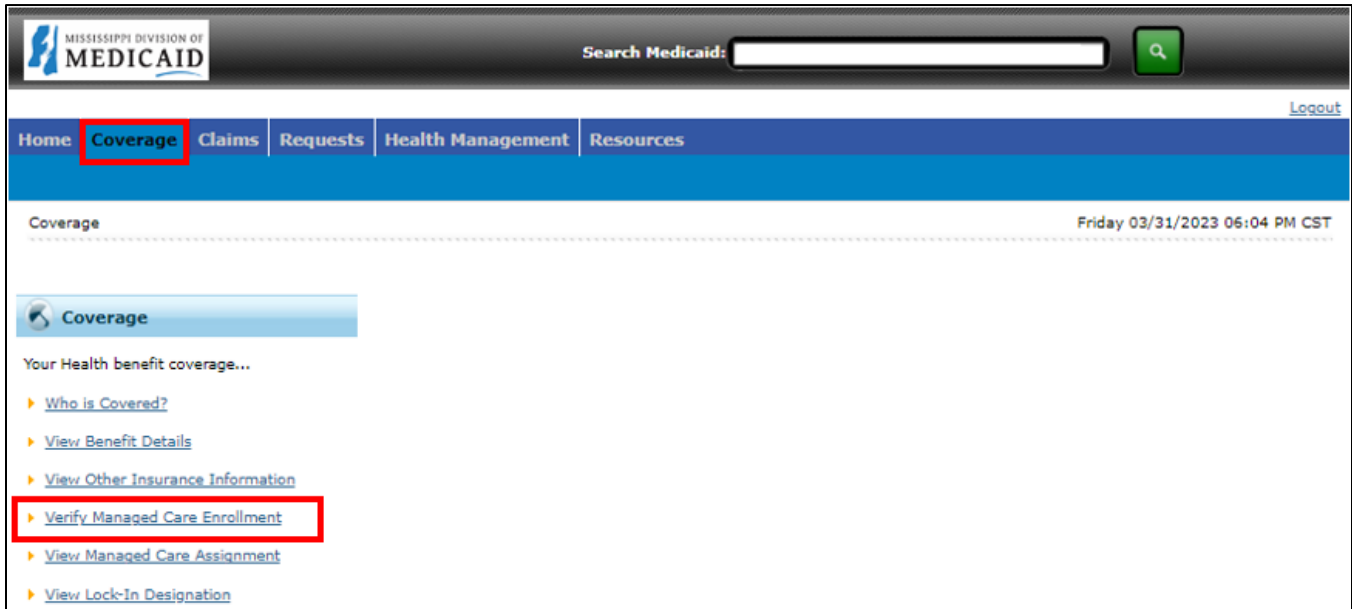
The Managed Care Plan Enrollment page displays the Managed Care enrollment status of the member. A member can only enroll during the Enrollment period.

Figure 11: Managed Care Plan Enrollment Page
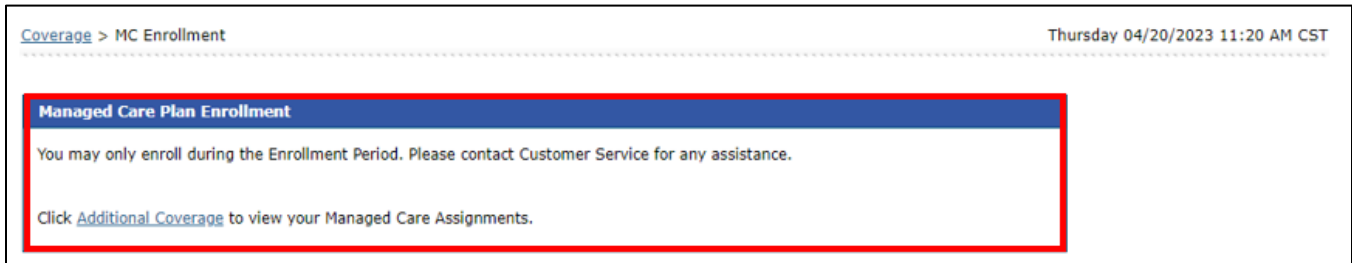
5. To view a member's Managed Care Assignment, select **View Managed Care Assignment.** The Managed Care Assignment page displays. See Figure 12.

Figure 12: View Managed Care Assignment Link
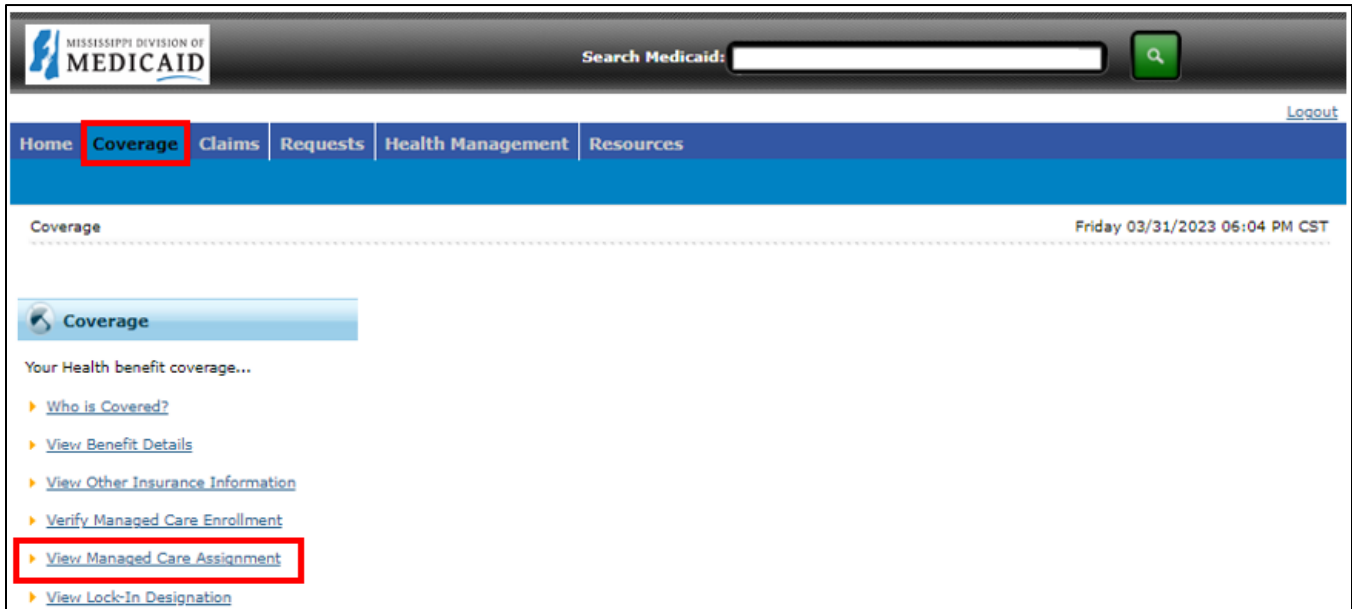
The View Managed Care Assignment page displays the Managed Care Assignment for the member. The Lock-in period is 90 days from the member's plan's effective start date, to make a change in that window. The member will need to contact Gainwell Member Services to handle any Lock-in changes.

Figure 13: View Managed Care Assignment Page
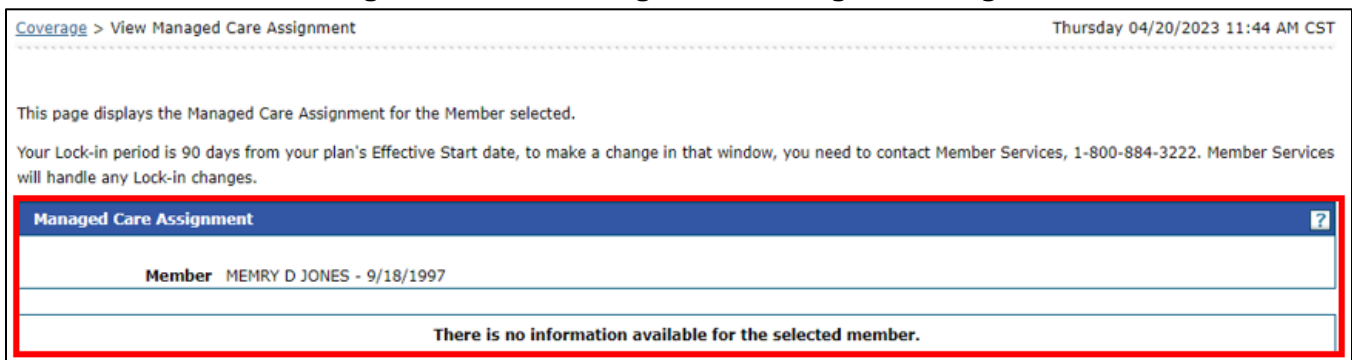
6. To view a member's Lock-In Designation, select **View Lock-In Designation.** The Lock-In Designation page displays.

Figure 14: View Lock-In Designation Link
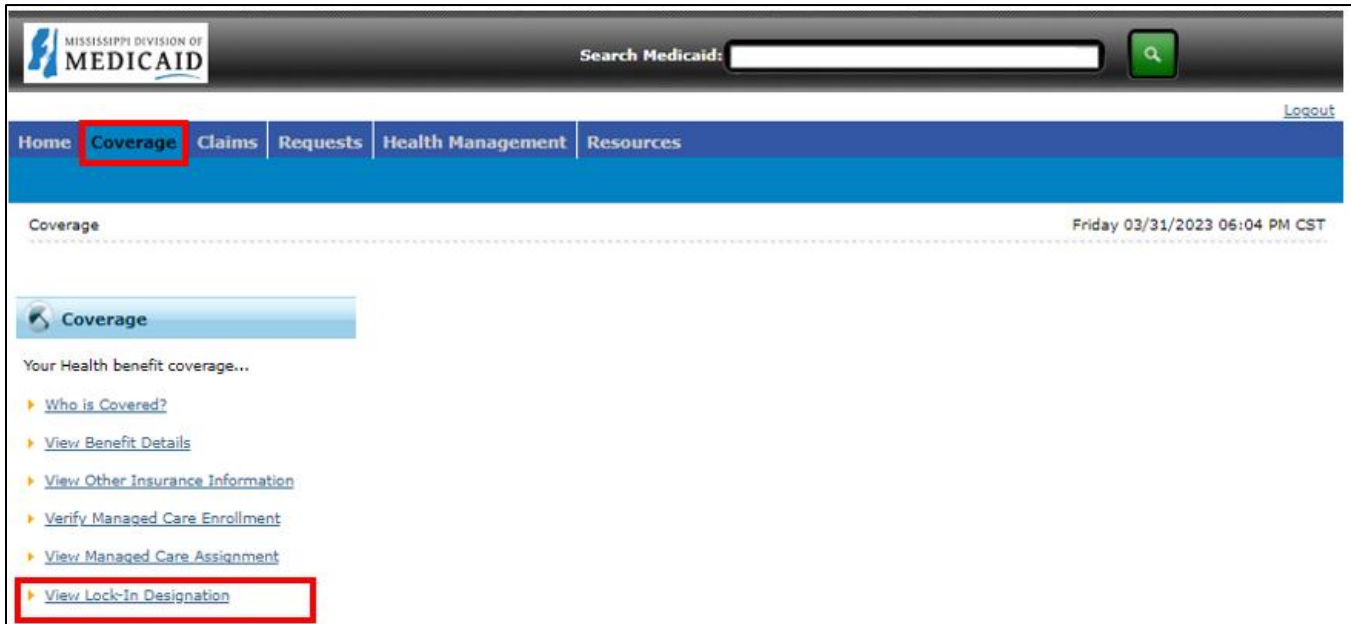
The Lock-In Designation page displays the Lock-In Designation for the selected member.

Figure 15: View Lock-In Designation
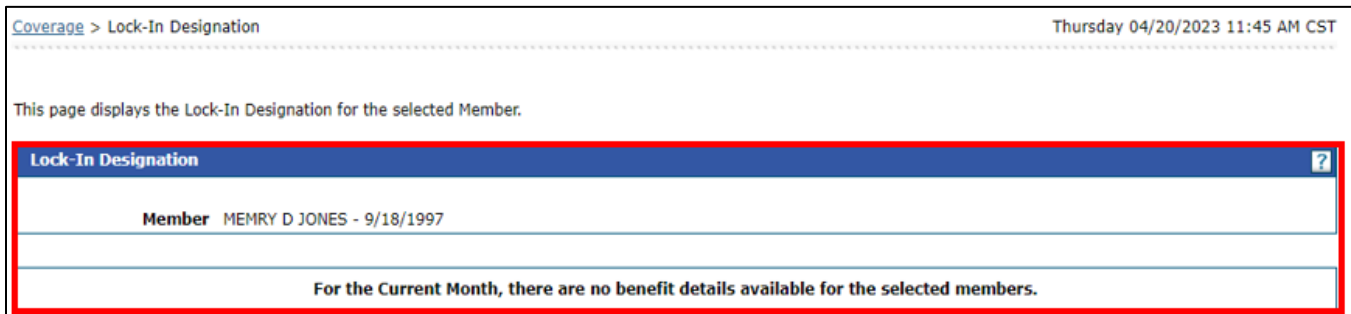
Claims Tab

1. 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

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 Responsibility
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
4021349038697	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
4221349000663	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 Claim ID - 4021351030827   Back to Search Results ?

Member ID 156239370   Service Date 12/15/2021
Member CHLOE C CATCHINGS   Provider FLOWOOD RIVER OAKS HMA
                                                       MEDICAL GROU
Charge $179.00
Claim Status Paid   Status Date 12/20/2021

Payment Summary

| Payer	Paid To	Paid Date	Medicaid Paid Amount
MS MEDICAID ENTERPRISE SYSTEM	1801128798	12/20/2021	$52.48

Service Details

	Code	Service Date	Charge	Co-Pay	Covered Balance	Not Covered Balance	% Paid	Medicaid Paid Amount	Member Resp.
1	OFFICE O/P EST LOW 20-29 MIN	12/15/2021	$179.00	$3.00	$0.00	$0.00	0%	$52.48	$0.00
	Totals		$179.00	$3.00	$0.00	$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
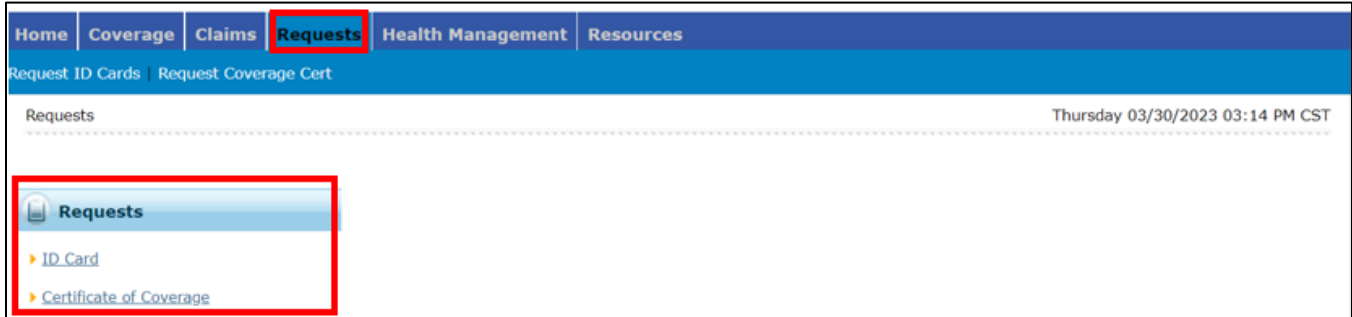
2. Select ID Card link, the **Request ID Card: Select Member** page displays. Member selects a reason for requesting a new card from the drop-down list and then select **Submit**. The request reasons are **lost**, **stolen**, and **damaged**. See Figure 20.

Figure 20: Request ID Card Page

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.

Figure 22: Certificate of Creditable Coverage Page

2. 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

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

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.

Figure 25: Health Management Tab
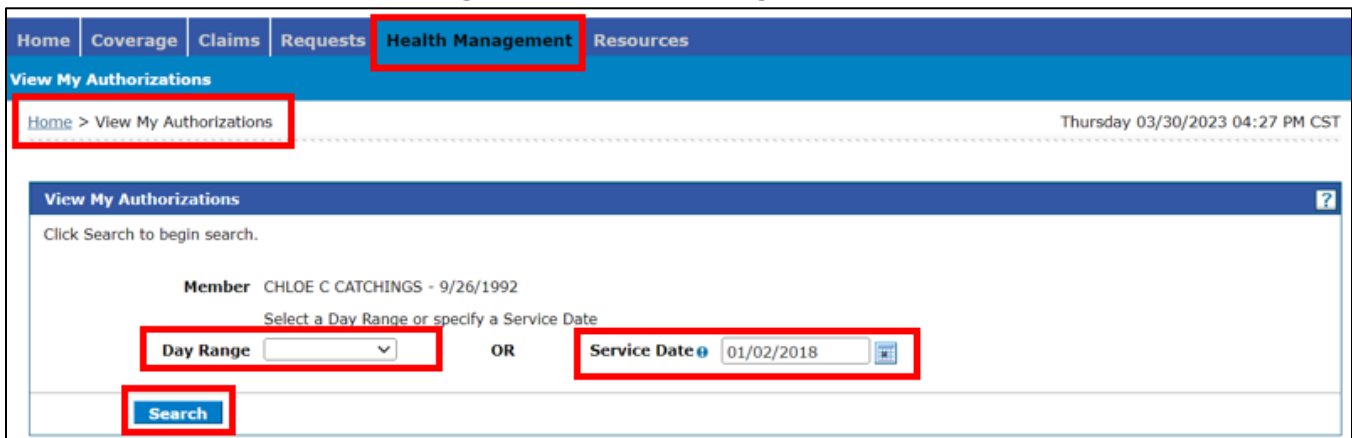
2. The Authorization Search Results page displays. See Figure 26. A list of authorizations is displayed with the Authorization Tracking Numbers, Service Dates, Authorization Statuses, Process Types and Requesting Providers. To view the details of an authorization, select the **Authorization Tracking Number** for the service date entered.

Figure 26: Authorization Results Page

Authorization Tracking Number	Service Date ▼	Status	Process Type	Requesting Provider	Servicing Provider
9123210	01/02/2018	Finalized	DRUGS	CANTON DISCOUNT DRUGS INC	
8981596	08/14/2017 - 06/26/2018	Finalized	DRUGS	CANTON DISCOUNT DRUGS INC	
8956300	07/17/2017 - 04/30/2018	Finalized	DRUGS	CANTON DISCOUNT DRUGS INC	
8933426	06/19/2017 - 03/05/2018	Finalized	DRUGS	CANTON DISCOUNT DRUGS INC	
8910095	05/22/2017 - 01/08/2018	Finalized	DRUGS	CANTON DISCOUNT DRUGS INC	

Search Results for CHLOE C CATCHINGS from 1/2/2018 to 1/2/2018

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.

Figure 27: View Authorization Details Page

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 Modifications

View Authorization Details for CHLOE CATCHINGS — Back to View My Authorizations

Authorization Tracking # 9123210   Process Type DRUGS

Expand All | Collapse All

Requesting Provider Information

Member Information

Diagnosis Information

Service Details

If both authorized units and dollars are displayed, the dollar amount is a per unit rate.

Print Preview

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.

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

2. 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. Member Services - Mississippi Division of Medicaid (ms.gov) See Figure 30.
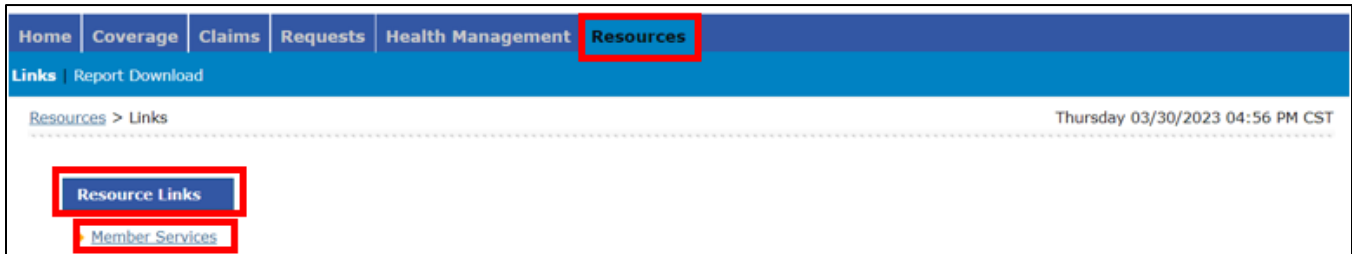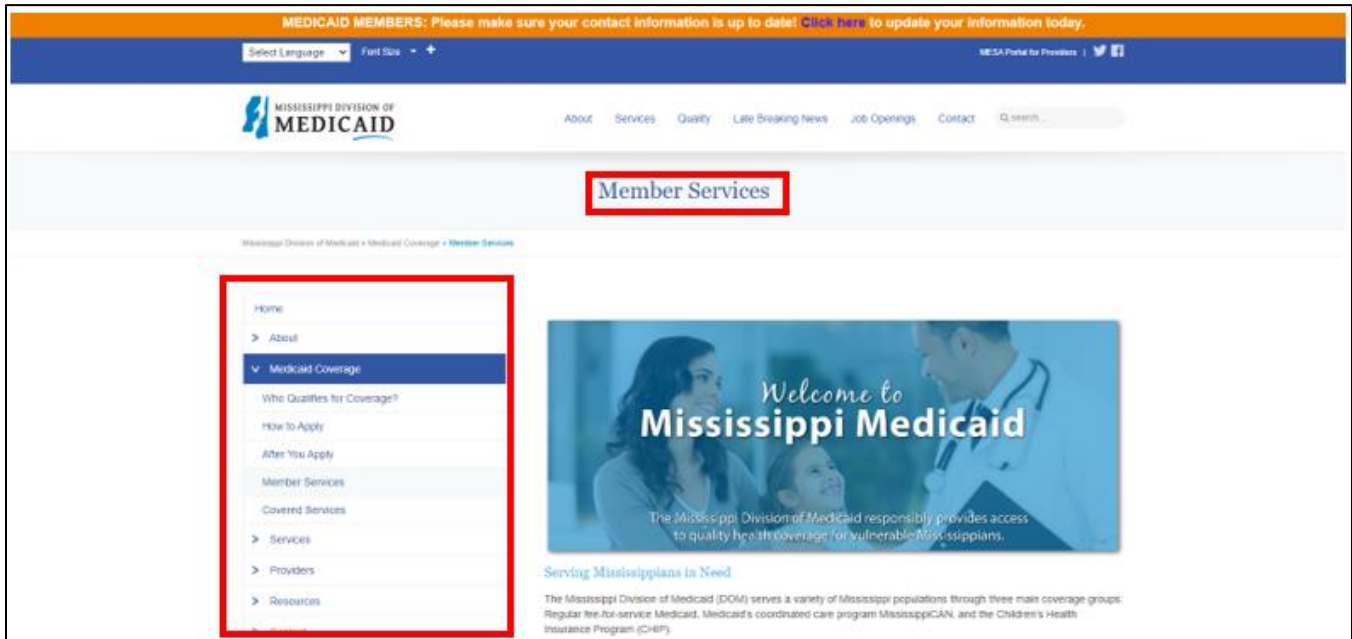
Figure 30: Resources – Links Page

Figure 31: MS Division of Medicaid Member Services Page

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

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

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	01/26/2023	Gainwell	Initial publication