

## Job Aid

# PRP-101 Eligibility, Benefit Usage Verification and Retro Eligibility

This job aid provides the process for viewing member current and future eligibility, service limits, Early Periodic Screening Diagnostic and Treatment (EPSDT) visits, treatment history, lock-in, managed care information, 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.



The screenshot shows the Mississippi Division of Medicaid Provider Portal. At the top, there is a search bar for Medicaid and a navigation menu with tabs: Home, Eligibility (highlighted with a red box), Claims, Care Management, Patient Health History, Files Exchange, Resources, and Contact Us. Below the navigation, the page displays provider information: University of MS Medical Center GRE, Role IDs: 1558798603 (NPI), and Taxonomy: 282N00000X-General Acute Care Hospital. A central banner for MESA (Medicaid Enterprise System Assistance) is visible, along with a 'Welcome Health Care Professional!' message. On the right, there are links for 'Sign Up to Receive News', 'Secure Correspondence', and 'Latest News'. On the left, there are sections for 'User Details' (Welcome UNIV of MS MC) and 'Provider' (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.

The screenshot shows the Mississippi Division of Medicaid website. At the top, there is a search bar labeled 'Search Medicaid:' and a 'Logout' link. Below the search bar is a navigation menu with options: Home, Eligibility, Claims, Care Management, Patient Health History, Files Exchange, Resources, and Contact Us. The 'Eligibility' tab is selected. Underneath the navigation menu, there are links for 'Eligibility Verification', 'Treatment History', and 'Newborn Enrollment'. The 'Eligibility Verification' link is highlighted with a red box. The main content area shows provider information: 'Provider Name: UNIVERSITY OF MS MEDICAL CENTER GRE', 'Role IDs: 1558798603 (NPI)', 'Location: 000020026 - UNIVERSITY OF MS MEDICAL CENTER GRE', and 'Taxonomy: 282N00000X-General Acute Care Hospital'. The date and time are 'Tuesday 10/11/2022 02:10 PM CST'.

- 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.

The screenshot shows the 'Eligibility Verification Request' form. At the top, there is a header 'Eligibility Verification Request' and a help icon. Below the header, there is a note: '\* Indicates a required field.' and a instruction: 'Enter the member information. If Member ID is not known, enter 2 of the following: SSN, Birth Date, Member Name.' The form contains several input fields: 'Member ID', 'Last Name', 'First Name', 'SSN', 'Birth Date', '\*Begin Date', and 'End Date'. A red box highlights the 'Member ID', 'SSN', and 'Birth Date' fields. The 'Begin Date' field has the value '08/16/2023'.

- 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 three years in the past and four months into the future.

- To include a service type code or procedure code in your search, select the type of search from the Search By dropdown list, then start typing the desired code. The system will provide a list and narrow it down as more characters are entered.

The screenshot shows the 'Service Type Code or Procedure Code Search' form. At the top, there is a header 'Service Type Code or Procedure Code Search' and a note: 'If the Service Type Code or Procedure Code is selected from the 'Search By' dropdown list, the Service Type Code or Procedure Code field is required.' The form contains a 'Search By' dropdown menu set to 'Service Type Code' and a 'Code Type' dropdown menu. Below these is a text input field for 'Service Type Code or Procedure Code' with the value 'diag'. A dropdown list of suggestions is visible below the input field, including: '4-Diagnostic X-Ray', '5-Diagnostic Lab', '23-Diagnostic Dental', and '73-Diagnostic Medical'. There are 'Submit' and 'Res' buttons at the bottom left.

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

7. The system returns the eligibility verification for the member, confirming the current or future assigned coverages, depending on the date range entered. Remember, coverage is not a guarantee as a member can lose eligibility for a variety of reasons. All coverage details are displayed, as seen in the next image. The **Eligibility Verification Request** form can be reset to check a different member. There is also a **Print Preview** to print the member Coverage Details.

**Coverage Details for Member ID 688026127 - ZACHARY JR., MABEL M from 8/21/2023 to 9/4/2023**

Member ID 688026127      Birth Date 08/04/2017      Gender Female  
 Verification Response ID 2335400001

**Demographic Details**

Street Address 3725 BRVN MAWR DR  
 City JACKSON      State Mississippi      Zip Code 39204-4412

**Benefit Details**

Coverage	Effective Date	End Date	Add Date	Last Update Date
Children age 1-5	08/01/2022	08/31/2023	08/16/2022	09/30/2022
Children age 6-19 with income at/below the MAGI	09/01/2023	12/31/9999	08/16/2022	09/30/2022

[Other Insurance Detail Information](#)

Medicare Coverage Detail			
Coverage	Effective Date	End Date	Last Update Date
None			

Managed Care Assignment Details						
Managed Care Plan	Managed Care Plan Phone	Primary Care Provider	Provider Phone	Benefit Plan	Effective Date	End Date
None						

Lock-In Details				
Lock-in Provider	Lock-in Provider Phone	Benefit Plan	Effective Date	End Date
None				

Living Arrangement Details				
Level of Care Plan	Provider NPI	Provider Name	Effective Date	End Date
None				

EPSDT Well Child Service Details		
Service	Last Exam	Next Exam
EPSDT- Medical	06/13/2022	06/13/2023
EPSDT- Dental		
EPSDT- Hearing		
EPSDT- Vision	06/13/2022	
EPSDT- Other		

Limit Details					
* Only Service limits that have paid claims will be displayed					
Note: 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.					
Service Date @ 02/12/2022		<a href="#">Search Limits</a>			
		Limit	Used	Remaining	Last Service Date
Individual	5501 Dental max dollar amount \$2500 exceeded	\$2,500.00	\$759.81	\$1,740.19	6/23/2022
		Limit	Used	Remaining	Last Service Date
Individual	5504 Dental oral exam Limit exceeded	2	1	1	4/11/2022
	5513 Dental prophylaxis service Limit exceeded	2	1	1	4/11/2022
	5514 Dental fluoride service Limit exceeded	2	1	1	4/11/2022
	5520 Physician Office Visit Service Limit Exceeded	16	3	13	6/7/2022
	5532 Mental Health Assessment or Eval Lim Exceeded	4	1	3	4/21/2022
Dates of Service - 5501 Dental max dollar amount \$2500 exceeded					
From Date of Service	To Date of Service	Used Quantity	Used Amount		
4/11/2022	4/11/2022	-	\$131.90		
4/21/2022	4/21/2022	-	\$111.77		
6/23/2022	6/23/2022	-	\$516.14		

- The **Demographic Details** are always displayed for the members.
- The **Benefit Details** panel displays the aid category assigned to the member.
- **Medicare Coverage Details** will be displayed if available.
- The **Managed Care Assignment Details** displays the Managed Care Name, phone number, Primary Care Provider, and phone number also the CCO plan.
- **Lock-In Details** will display if the member has a Lock-in segment with the Lock-in provider's name and phone number, Lock-In benefit plan and the effective/end dates of the lock-in.
- **Living Arrangement Details** displays the member's coverage begin/end for their Long-term care /Nursing Home facility coverage, along with the provider LTC/Nursing home provider and NPI. It

will display “None” if the member does not have LTC/Nursing Home Facility for the verification period.

- If the individual has **EPSDT Services**, those details will be displayed as well.
- **Limit Details** are displayed once a date is provided, and the **Search Limits** button is clicked. Only service limits that have **paid claims** will be displayed.

## View or Add Other Insurance

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

Benefit Details				
Coverage	Effective Date	End Date	Add Date	Last Update Date
Children age 1-5	08/01/2022	08/31/2023	08/16/2022	09/30/2022
Children age 6-19 with income at/below the MAGI	09/01/2023	12/31/9999	08/16/2022	09/30/2022
<b>Other Insurance Detail Information</b>				

2. 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.
3. 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.

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
<input type="checkbox"/>	UNITED HEALTHCARE	770714469	710288	SHEIKA M SMITH	HEALTH INSURANCE	11/23/2011	01/31/2013
<input type="checkbox"/>	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

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

Home | **Eligibility** | Claims | Care Management | Patient Health History | Files Exchange | Resources | Contact Us

Eligibility Verification | **Treatment History** | Newborn Enrollment

Eligibility Monday 11/21/2022 05:12 PM CST

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**Provider Name** WALGREENS #10131 **Role IDs** 1780797639 (NPI)

**Location** 003126089 - WALGREENS #10131 **Taxonomy** 333600000X-Pharmacy

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**Eligibility**

- ▶ Eligibility Verification
- ▶ **Treatment History**
- ▶ Newborn Enrollment

3. Select the **Medical or Dental** tab. The medical tab is also for **Vision**.
4. Enter the **Member ID #**.
5. Select **Lifetime** or enter the **Service From / To Date**.
6. Select the **Procedure Code Type** drop down and select CPT/HCPCS or Rev Code.
7. Enter the **Code**. You can enter a few numbers and a code selection will populate.

**Search Treatment History**

**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: 44

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

The below example is of the 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 Results**

Total Records: 1

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

See the 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 Results**

For Treatment Detail, click on any procedure code.

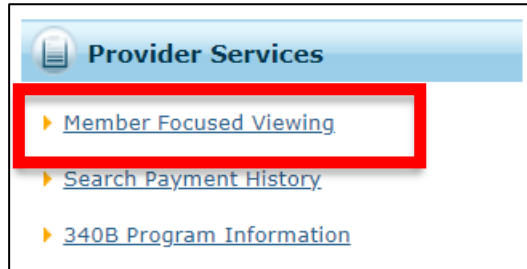
Total Records: 12

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

- 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.



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

A screenshot of the "Member Focus Search" form. The form has a "Last Members Viewed" tab and a "Search" button. The "Search" button is highlighted with a red box. Below the search fields, there is a "Search" button and a "Reset" button. The "Search" button is also highlighted with a red box.

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

A screenshot of the "Member in Focus" page for Clifton A. Clemmons. The page displays member details and coverage information.

**Member in Focus:** CLIFTON A CLEMMONS [Change](#) **ID:** 684549557 [Close Member Focus](#)

**Member Details**

- Member ID:** 684549557
- Name:** CLIFTON A CLEMMONS
- Birth Date:** 03/09/2020
- City:** FOREST
- State:** Mississippi
- Gender:** Male
- Primary Language:** ENGLISH

**Coverage Details**

Coverage	Effective Date	End Date
Children age 1-5	07/01/2022	12/31/9999

[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	10/21/2022	Gainwell	Initial publication
1.2	01/13/2023	Gainwell	Updated
1.3	5/18/2023	Gainwell	Updated based on CR1980 and CR1925
1.4	5/19/2023	Gainwell	Updated verbiage and images
1.5	05/22/2023	Gainwell	Updated images per review
1.6	08/17/2023	Gainwell	Updated per CR1982
1.7	08/23/2023	Gainwell	Technical Writer Review
1.8	12/20/2023	Gainwell	Updated per CR 2290
1.9	02/13/2024	Gainwell	Updated per CR2004