

Job Aid

CCO Member Eligibility Verification

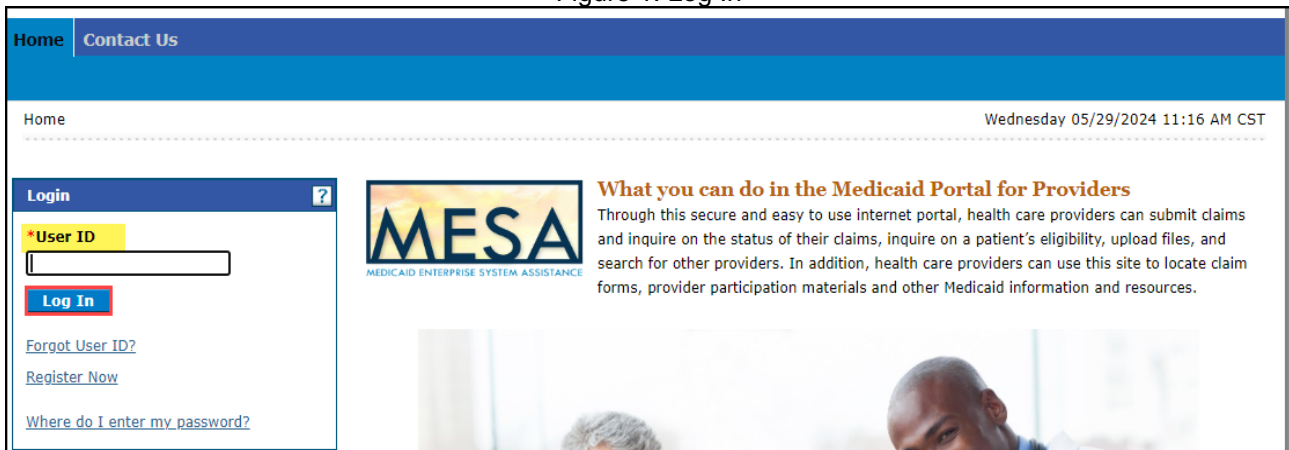
This job aid provides the process for Coordinated Care Organizations (CCOs) viewing member status, service limits, Early Periodic Screening Diagnostic and Treatment (EPSDT) visits, treatment history, lock-in, managed care information, and retro eligibility from the MESA Provider Portal.

View Member Eligibility

Complete the following steps to verify current member eligibility:

1. Log in to the MESA Provider Portal from the MS Division of Medicaid (DOM) website.

Figure 1: Log In



2. From the Provider Portal Secure Home page, select the **Eligibility** tab.

Figure 2: Eligibility page



3. Select the **Eligibility Verification** link, either at the top or the middle of the page.

Figure 3: Eligibility Link

4. 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
5. The **Begin Date** defaults to the current day but it can be changed if needed. The **End Date** can be entered but it is not mandatory.
6. When search criteria are entered, select **Submit**.
7. If a new search is needed, select **Reset**.

Figure 4: Eligibility Verification

8. The system returns the eligibility verification for the member including the following, if applicable: Head of Household, Authorized Rep Name, Authorized Rep Phone #, Demographic Details, Benefit Details, Managed Care Details, Lock-In Details, Living Arrangement Details, and

EPSDT Details. *Remember, coverage is not a guarantee as a member can lose eligibility for a variety of reasons.*

- **Head of Household** name displays if applicable.
 - **Authorized Rep Name** displays when there is an authorized representative on file for the member.
 - **Authorized Rep** indicates if the member has an authorized representative on file.
 - **Authorized Rep Phone #** provides phone number of the authorized representative.
 - **Demographic Details** shows the address of member.
 - **Benefit Details** displays the benefit coverage category assigned to the member.
 - **Medicare Coverage Details** will display the Medicare coverage if applicable.
 - **Managed Care Assignment Details** displays the Managed Care Name, phone number, Primary Care Provider, CCO Benefit Plan, Effective, and End Date.
 - **Lock-In Details** if the member is locked-in to a provider the Lock-In provider's name and phone number, Lock-In benefit plan, and the effective/end dates of the lock-in are shown.
 - **Living Arrangement Details** displays the member's coverage begin/end for their Long-Term Care (LTC) /Nursing Home facility coverage, along with the provider LTC/Nursing home provider name and NPI. It will display "None" if the member does not have LTC/Nursing Home Facility for the verification period.
 - If the individual is under 18 and has any Early and Periodic Screening, Diagnosis, and Treatment (**EPSDT Services**) those services will be listed.
9. Select the **Print Preview** icon if the member Coverage Details need to be saved or physically printed.

Figure 5: Eligibility Verification Information

[Print Preview](#)

Eligibility Verification Information for [REDACTED] for 5/13/2024 to 5/13/2024 ?

Member ID [REDACTED] Birth Date [REDACTED] Gender Female
 Head of Household [REDACTED] Authorized Rep No
 Authorized Rep Name N/A Authorized Rep Phone # N/A
 Verification Response ID 2413400008 [Expand All](#) | [Collapse All](#)

Demographic Details -

Street Address [REDACTED]
 City PONTOTOC State Mississippi Zip Code 38863-8158

Benefit Details -

Coverage	Effective Date	End Date	Add Date	Last Update Date
073 - Children age 6-19 with income at/below the MAGI	05/01/2022	12/31/9999	03/25/2022	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
MOLINA HEALTHCARE OF MISSISSIPPI IN	1-844-809-8438			MississippiCAN	6/1/2022	12/31/9999

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	05/20/2021	05/20/2022
EPSDT- Dental	11/04/2021	05/04/2022
EPSDT- Hearing	05/20/2021	
EPSDT- Vision	05/20/2021	
EPSDT- Other		

10. To obtain more information about the member's benefit coverage, use the code located under **Benefit Details** to search the Job Aid (JA) found by selecting the hyperlink "[Click here for Coverage Descriptions.](#)" The JA is linked to the DOM website and contains the name and complete description of the benefit coverage. See images below.

Figure 6: Benefit Code

Eligibility Verification Information for [Member ID] 5/13/2024 to 5/13/2024 Print Preview

Member ID [Redacted] Birth Date [Redacted] Gender Female
 Head of Household ANDERSON, [Redacted] Authorized Rep No
 Authorized Rep Name N/A Authorized Rep Phone # N/A
 Verification Response ID 2413400008 Expand All | Collapse All

Demographic Details

Street Address [Redacted]
 City PONTOTOC State Mississippi Zip Code 38863-8158

Benefit Details

	Coverage	Effective Date	End Date	Add Date	Last Update Date
073	Children age 6-19 with income at/below the MAGI	05/01/2022	12/31/9999	03/25/2022	09/30/2022

[Other Insurance Detail Information](#)

Figure 7: Coverage Discription Link

Eligibility Verification Request ?

* Indicates a required field.

Enter the member information. If Member ID is not known, enter 2 of the following: SSN, Birth Date, Member Name.

Note: Click on the Reset button to perform a new inquiry

Select this link to open a list of the benefit names and descriptions. Use the Benefit number located in front of the coverage description, see below. [Click here for Coverage Descriptions](#)

Figure 8: Sample of the Member Coverage Descriptions Job Aid (JA)

MISSISSIPPI DIVISION OF
MEDICAID

Job Aid
Member Coverage Descriptions

This Job Aid provides the full description of a member's coverage and coverage level.

Coverage	Coverage Description	Coverage Level
001 - Supplemental Security Income (SSI) Individual	SSI Cash Assistance program for low-income aged/blind/disabled individuals. Includes those receiving cash payments & those "deemed" to be cash recipients. Aged, blind and disabled individuals. This beneficiary has Full Medicaid Benefits Coverage.	Full Medicaid Benefits

Limit Details section will allow a user to view the paid claims that have services with benefit limits.

11. To view Limit Details, enter the desired date, and select **Search Limits**. Only service limits that have paid claims will be displayed.

Figure 9: Limit Details Panel

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		<input type="text"/>	<input type="button" value="Search Limits"/>		
		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 end of the Eligibility page shows Reset and Scroll to Top.

12. Select **Reset** to perform a new search.
13. By selecting **Scroll to Top** the system will move the user to the top of the page without having to scroll.

Figure 10: Reset/Scroll to Top



View Treatment History

Treatment History lists the specific CPT, HCPCS, or Revenue codes that were billed. This can be checked when providers want to know how many of a particular service have been billed.

1. Under the eligibility page, select **Treatment History link** at the top or the middle of the page.

Figure 11: Treatment History link

The screenshot shows a navigation menu at the top with tabs: Home, Eligibility, Claims, Care Management, Patient Health History, Resources, Switch Provider, and Contact Us. Below this is a sub-menu with 'Eligibility Verification', 'Treatment History' (highlighted with a red box), and 'Newborn Enrollment'. The main content area shows details for a delegate (mxdreg1039) for MAGNOLIA HEALTH PLAN INC, with a 'Role IDs' dropdown set to 009253560 and 'Eligible Programs and CCO Affiliations' set to MSCHIP. A sidebar on the left contains a menu with 'Eligibility', 'Eligibility Verification', 'Treatment History' (highlighted in yellow), and 'Newborn Enrollment'.

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

Figure 12: Search Treatment History

The screenshot shows the 'Search Treatment History' form. It has tabs for 'Medical' and 'Dental'. A note states: '* 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.' The form contains the following fields: 'Member ID' (required), 'Service From Date' (required), 'To Date' (required), 'Procedure Code Type' (required dropdown), and 'Procedure Code' (required). There is a 'Lifetime' checkbox. At the bottom are 'Search' and 'Reset' buttons.

Figure 13: Medical Tab Lifetime

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 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 – Lifetime – Vision CPT Code Search.

Figure 14: Medical Tab - Vision CPT Code

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

This example shows – Dental Tab – Any Tooth – Lifetime. With the dental tab it is best to select Lifetime as the date of service.

Figure 15: Dental Tab

The screenshot displays the 'Dental' tab interface. At the top, there are tabs for 'Medical' and 'Dental', with 'Dental' selected. Below the tabs, a note states: '* 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.'

The form is divided into sections:

- Member Information**: A text input field for Member ID.
- Service Information**: A section with a note: 'Either Procedure Code or Tooth Number is required.' It contains:
 - Procedure Code**: A text input field.
 - Date of Service**: A dropdown menu set to 'Lifetime'. A red arrow points to this dropdown.
 - Tooth#/Letter**: A dropdown menu set to 'Any Tooth'. A red arrow points to this dropdown.

Below the form are 'Search' and 'Reset' buttons. A note below the buttons reads: 'Results will show services that are only compensable once per lifetime'.

The **Search Results** section shows a table with the following data:

Service Date	Procedure Code	Tooth#/Letter	Oral Cavity Area	Tooth Surface
09/13/2022	D0150			
09/13/2022	D0272			
09/13/2022	D1120			

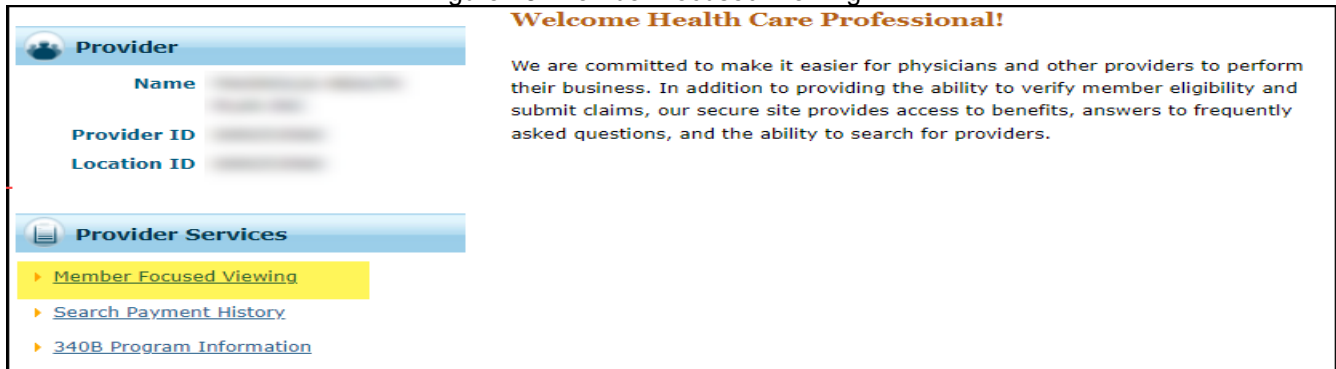
Total Records: 12

View Retro Eligibility

These steps will show a user how to view a members original Medicaid effective date and the end date, if applicable.

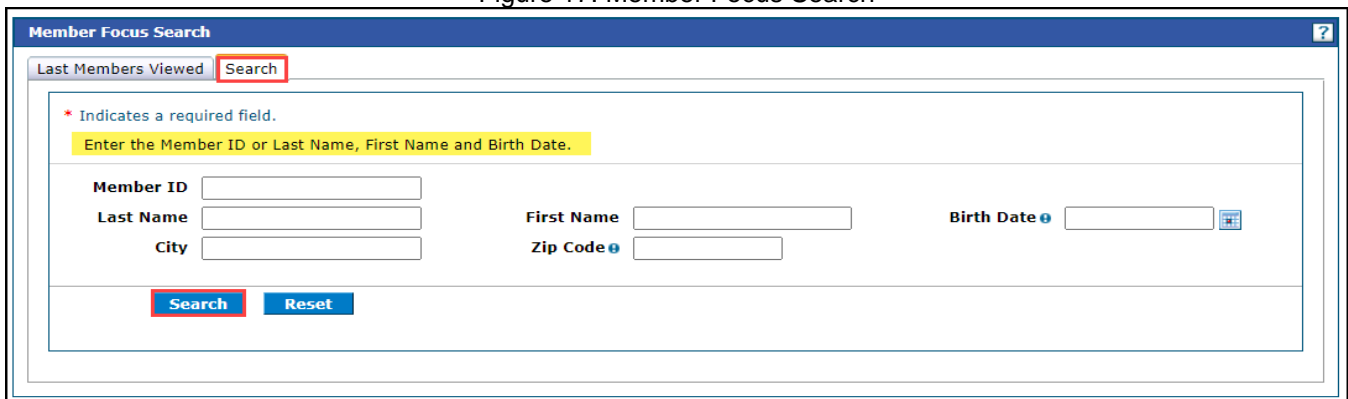
1. To view **Retro Eligibility**, log into the portal, and select the **Member Focused Viewing Link** found at the bottom, left side of the home page.

Figure 16: Member Focused Viewing Link



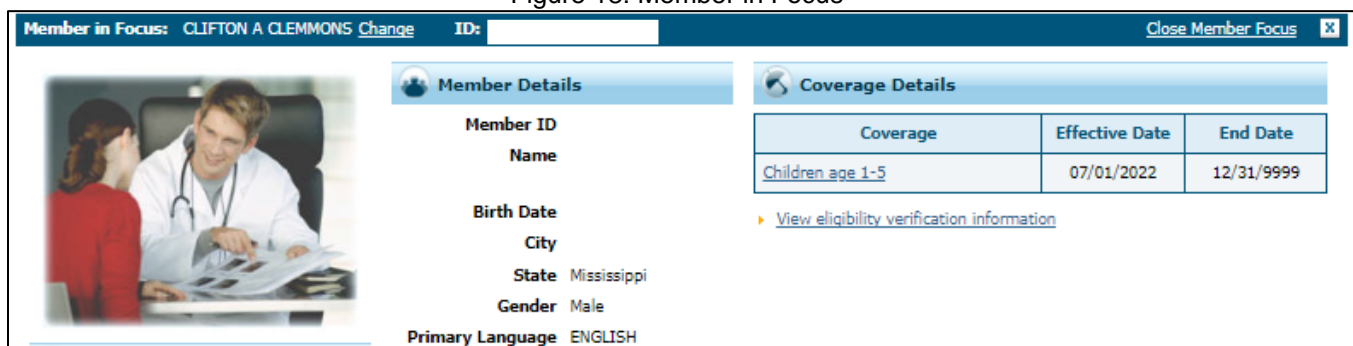
2. Select the **Search Tab**, enter the **Member ID**, and select **Search**.
3. The **Last Members Viewed** Tab shows a list of the most recent members that you viewed.
4. **Reset** will clear the fields to allow for a new search.

Figure 17: Member Focus Search



5. This shows the member demographics, the original Medicaid effective date, and the end date of coverage. If an infinity end date is listed (9999) then the member is still active.

Figure 18: Member in Focus



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	08/31/2024	Gainwell	Initial publication