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.
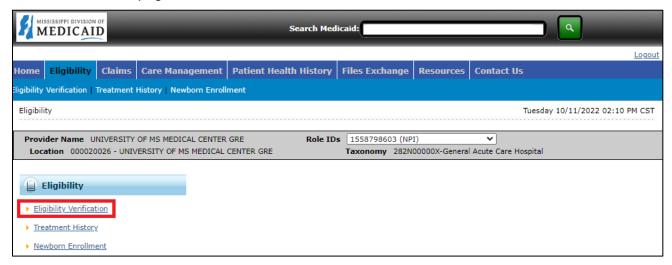
View Current Member Eligibility

Complete the following steps to verify current member eligibility:

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

2. On the **Eligibility** landing page, select the **Eligibility Verification** link, either at the top or the middle of the page.

3. Enter the Member ID, or if you don't have it, enter two of the following:

- Social Security Number (SSN)
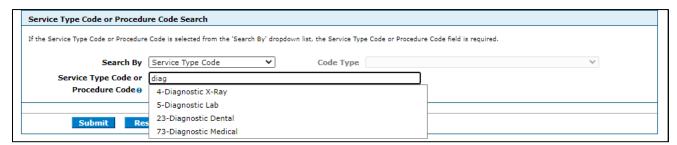- Birth Date
- Member's Full Name

Note: If the user does not receive the expected results with a Member ID search, search with two of the other fields.

4. 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.
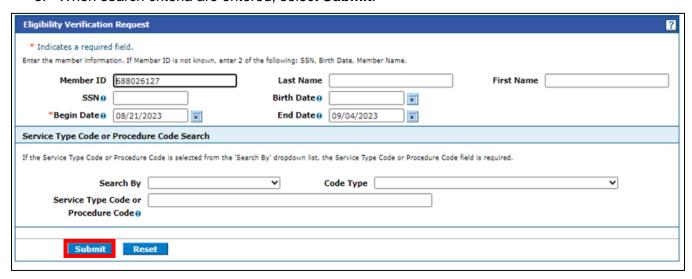
Note: Search for eligibility history up to three years in the past and four months into the future.

5. 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.

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.

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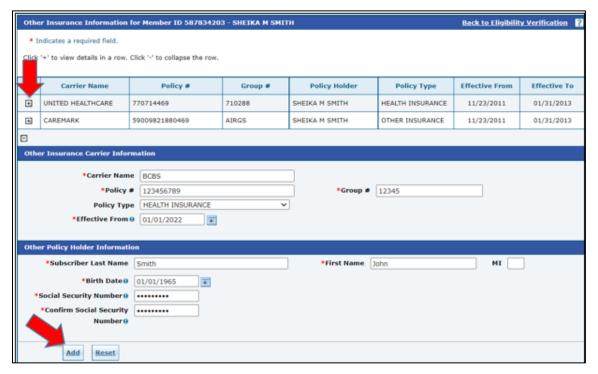
- If the individual has **EPSDT Services**, those details will be displayed as well.
- **Limit Details** are displayed once a date is provided, and the **Search Limits** button is clicked. Only service limits that have **paid claims** will be displayed.

View or Add Other Insurance

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

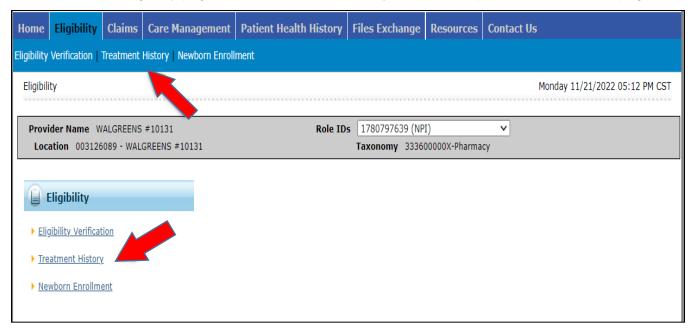| Benefit Details				
Coverage	Effective Date	End Date	Add Date	Last Update Date
Children age 1-5	08/01/2022	08/31/2023	08/16/2022	09/30/2022
Children age 6-19 with income at/below the MAGI	09/01/2023	12/31/9999	08/16/2022	09/30/2022
Other Insurance Detail Information				

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.
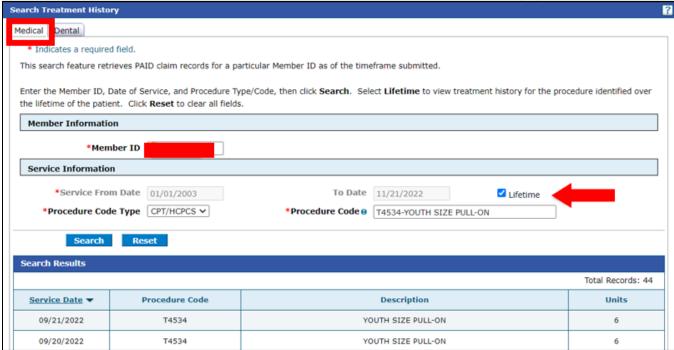
Other Insurance Information for Member ID 587834203 - SHEIKA M SMITH   Back to Eligibility Verification

* 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
⊞	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 BCBS
*Policy # 123456789   *Group # 12345
Policy Type HEALTH INSURANCE
*Effective From 01/01/2022

Other Policy Holder Information

*Subscriber Last Name Smith   *First Name John   MI
*Birth Date 01/01/1965
*Social Security Number •••••••••
*Confirm Social Security Number •••••••••

Add   Reset

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View Treatment History

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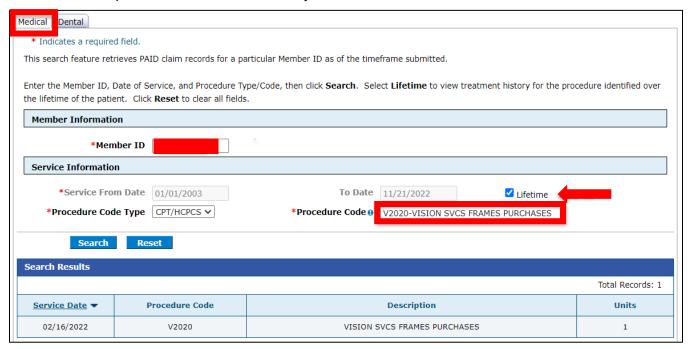2. Under the eligibility page, select **Treatment History link** at the top or the middle of the page.

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.
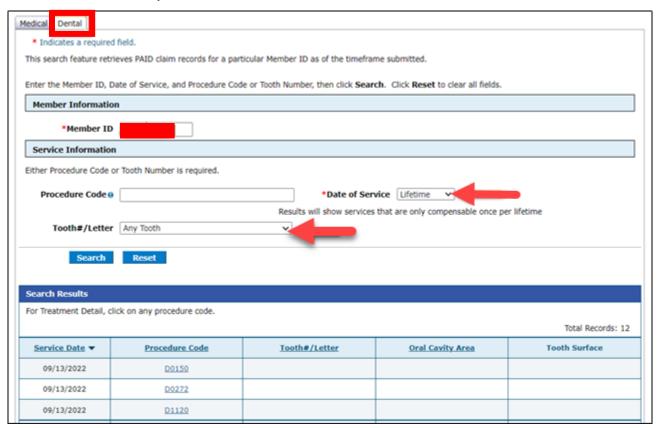7. Enter the **Code**. You can enter a few numbers and a code selection will populate.

The below example is of the Treatment History – Medical Tab – Vision CPT Code Search.

See the Treatment History – Dental tab.

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**.**

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.

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

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