ConnectiCare Portal: Roster Management – Search for a Member

Quick Reference Guide (QRG)

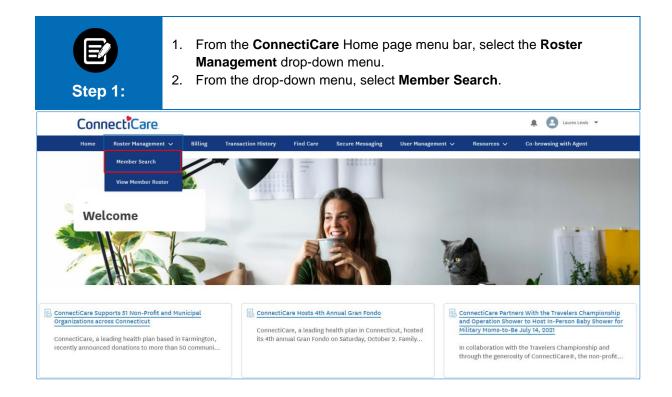This Quick Reference Guide (QRG) will provide an overview to search a member.

| Click Roster Management Tab | → | Click Member Search | → | Select Member ID or First/Last/SSN in the Search by field | → | Enter Member ID or First/Last/ SSN | → | Optional: Click Include Family Checkbox | → | Click Search | → | Click Member ID from Search Results to View Member Details |

Let's look at the steps in detail for searching a member.

Purpose: To search a member.

Step 1:	1. From the **ConnectiCare** Home page menu bar, select the **Roster Management** drop-down menu. 2. From the drop-down menu, select **Member Search**.

![ConnectiCare logo]

Step 2:	The Member Search screen displays. 1. To search using Member ID, select the **Member ID** option from the **Search by*** drop down menu.

- GROUP 2773
Member Search

Search by* ⓘ
Member ID ⌄

Member ID* ⓘ

☐ Include Family ⓘ

Reset Search

*Required information

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status

Step 3:	1. Enter the **Member ID**. 2. Click **Search.**

- GROUP 2773
Member Search

Search by* ⓘ
Member ID ⌄

Member ID* ⓘ
K8011129501

☐ Include Family ⓘ

Search   Reset Search

*Required information

Exporting search results will show more details for each member.

Export Member Details

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status

![ConnectiCare]

Step 4:	The Subscriber details displays. 1. Click the **Member ID.** 2. (Optional) Click **Export Member Details** to download member details to an Excel sheet.

Member Search

Search by* ⓘ
Member ID

Member ID* ⓘ
K8011129501

☐ Include Family ⓘ

[Search]   [Reset Search]

*Required information

Exporting search results will show more details for each member.

[Export Member Details]

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status
1001	1001	K8011129501	BARRY, KELLY	08/20/1974	XXX-XX-6481	Female	Subscriber	01/01/2020			01/01/2019	Active

TOTAL RECORDS: 1

Step 5:	The Subscriber Details screen displays.

- GROUP 2773

Subscriber Details

1001 - GROUP 2773

[Subscriber Actions ∨]

Status Active	**Termination Date** -	**Member Name** KELLY BARRY	**Member ID** K8011129501
Address 722 Janette St, Bronx, NY, 10475	**Email** testEmail@emblemhealth.com	**Mobile Phone Number** -	**DOB** 08/20/1974
Marital Status Married	**SSN** XXX-XX-6481	**Gender** Female	**Referral Required** No

![ConnectiCare logo]

Step 1:	1. (Alternate) To search using First Name, Last Name and SSN, select **First/Last/SSN** option from **Search by*** drop-down menu of the Member Search screen.

- GROUP 2773

Member Search

Search by* ⓘ
First/Last/SSN ⌄

First Name ⓘ

Last Name* ⓘ

Last 4 SSN ⓘ

Reset Search

*Required information

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status

Step 2:	1. Enter the **First Name**, **Last Name** and the last 4 digits of the SSN in the **Last 4 SSN** field. **Note**: Enter at least 2 characters in First name and Last Name fields. Last 4 SSN field is optional. 2. Click **Search**. 3. (Optional) Click **Reset Search** to search again. 4. (Optional) Click **Export Member Details** to view search results in an Excel file.

- GROUP 2773

Member Search

Search by* ⓘ
First/Last/SSN ⌄

First Name ⓘ
Ke

Last Name* ⓘ
Ba

Last 4 SSN ⓘ

Search   Reset Search

*Required information

Exporting search results will show more details for each member.

Export Member Details

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status

![ConnectiCare logo]

Step 3:	The member details display. 1. Click **the Member ID**.

Member Search

Search by* ⓘ	First Name ⓘ	Last Name* ⓘ
First/Last/SSN ⌄	Ke	Ba

Last 4 SSN ⓘ

[Search] [Reset Search]

*Required information

Exporting search results will show more details for each member.

[Export Member Details]

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status
1001	1001	K8011129501	BARRY, KELLY	08/20/1974	XXX-XX-6481	Female	Subscriber	01/01/2020			01/01/2019	Active

TOTAL RECORDS: 1

Step 4:	The Subscriber Details page displays.

Subscriber Details

1001 - GROUP 2773

[Subscriber Actions ⌄]

Status Active	**Termination Date** -	**Member Name** KELLY BARRY	**Member ID** K8011129501
Address 722 Janette St, Bronx, NY, 10475	**Email** testEmail@emblemhealth.com	**Mobile Phone Number** -	**DOB** 08/20/1974
Marital Status Married	**SSN** XXX-XX-6481	**Gender** Female	**Referral Required** No

![ConnectiCare]

Step 1:	(Alternate) 1. From the **ConnectiCare** Home page, scroll down to Quick Member search section. **Note**: Quick Member Search facilitates member search using First Name or/and Last Name.

Home	Roster Management ∨	Billing	Find Care	Secure Messaging	Resources ∨	Co-bowsing with Agent

Group

Group ID	Group Name	Monthly Premium	Subscriber Count	Dependent Count	Original Effective Date	Group Renewal Date
	CCI LG Test Group	$26,137.54	18	20	01/01/2020	10/01/2022

TOTAL RECORDS: 1

🔍 **Quick Member Search by First and Last Name**

🔍

Step 2:	1. Enter First Name or Last Name in the search box. Member Details appear below the search box. 2. Click the member details.

🔍 **Quick Member search**

Franco 🔍

MATT PATEL K5500161002 12 FIRST STREEET,New York,NY,10011

AYAN MATHEW K5500188203 12 MADISON AVE,New York,NY,10001

arthi MATHEW K5500188202 12 MADISON AVE,New York,NY,10001

AARAV MATHEW K5500188201 12 MADISON AVE,New York,NY,10001

MATHEW FRANCO K5500161901 11 SECOND STREET,New York,NY,10011

ConnectiCare

Step 3:	The Subscriber Details screen displays.

Subscriber Details

Subscriber Actions ⌄

Status	Termination Date	Member Name	Member ID
Active	-	MATHEW FRANCO	K5500161901

Address	Email	Mobile Phone Number	DOB
11 SECOND STREET, New York, NY, 10011	-	(888) 888-8888	09/01/1967

Marital Status	SSN	Gender	Referral Required
Married	XXX-XX-6545	Male	No