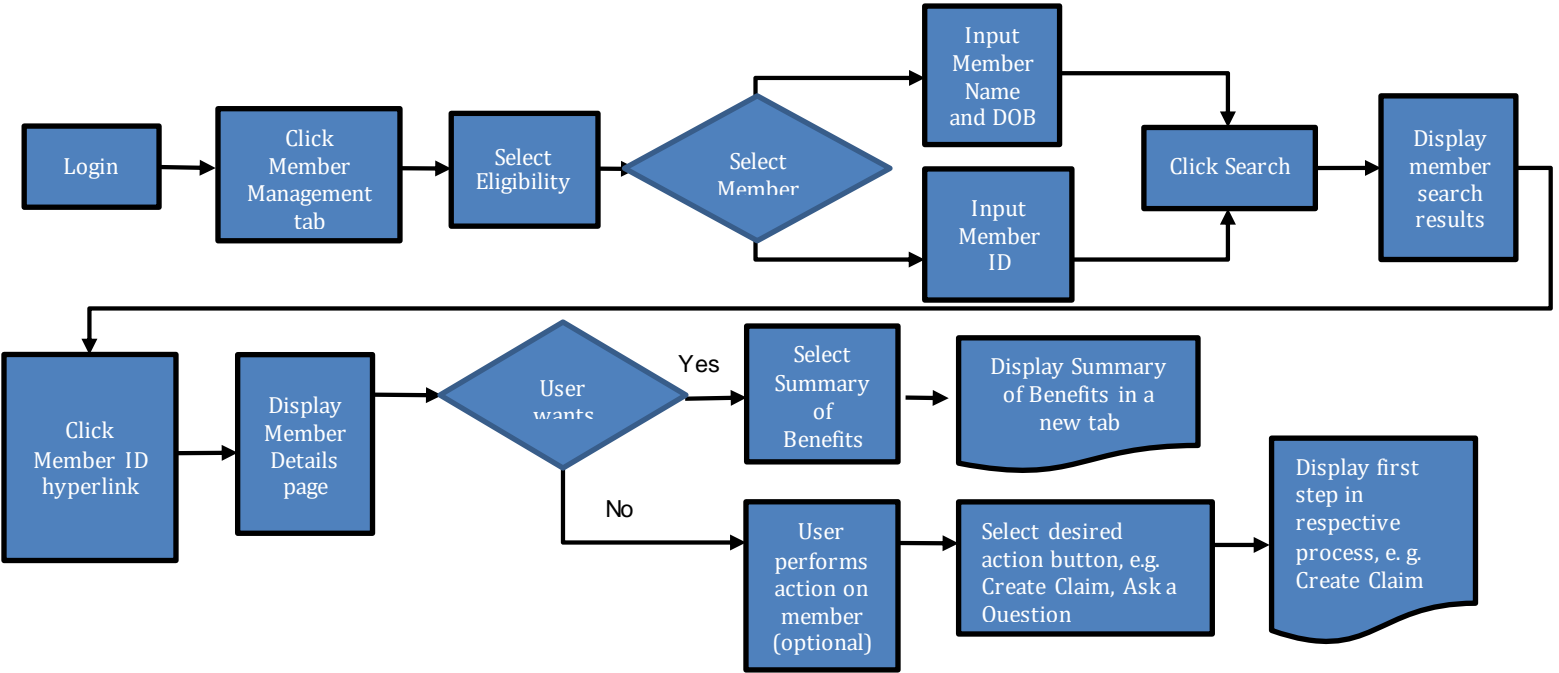


Provider Member Management Eligibility

Quick Reference Guide

ConnectiC

This Quick Reference Guide (QRG) will provide an overview of the Provider Portal – Member Management Eligibility Report.



Let us look at the steps in detail to generate the Eligibility report.

Purpose: Generate this report to display the eligibility information for a member.



Step 1:

1. From the **ConnectiCare Home** page, select the **Member Management** tab.
2. From the drop-down list, select **Eligibility**.

ConnectiCare

Kathryn Fink

Home Member Management Referrals Claims User Management Preauthorization Provider Profile More

PCP Member Panel Report

Bulk Eligibility Check

Eligibility

Welcome to the
Connecticare Provider Portal

Verify member eligibility, submit and view preauthorizations, referrals, claims, payments, and more.



Step 2:

1. In the **Search By** field drop-down, select either **Member ID** or **Member Name**.
Note: For our example, we will use Member Name.

Member Management - Eligibility

Search By *
Member ID

Member ID

Member Name

Reset Search Search



Step 3:

1. Enter the **First Name**, **Last Name** and **Date of Birth**.
2. Click **Search**.
Note: If required, click **Reset Search**, modify your search value and click **Search** again.

Member Management - Eligibility

Search By *
Member Name



First Name *
eli

Last Name *
kaff

Date of Birth *
11/09/1982

Reset Search

Search



Step 4:

1. The results display.
 Note: Results may be filtered using the **Filter By** field.
 Enter at least 3 characters to further refine your search.
 This filter will apply to all columns in this table.
2. Click the active Member Id to select a member.

Member Management - Eligibility

Search By*
Member Name

First Name*
eli

Last Name*
kaff

Date of Birth*
11/09/1982

Reset Search

Search

Filter By ⓘ



Member Id	Member Name	Coverage Start Date	Coverage End Date	Status	Date of Birth	Gender	Coverage Type	Product Ty
K6020289701	KAFF, ELI	12/01/2019	12/31/9999	Active	11/09/1982	Male	Medical	Commerci
93284838810	KAFF, ELI	01/01/2021	01/01/2021	Inactive	11/09/1982	Male	Dental	DENTAL
93284838810	KAFF, ELI	12/01/2019	01/01/2021	Inactive	11/09/1982	Male	Dental	DENTAL
K1230988201	KAFF, ELI	01/01/2021	12/31/9999	Active	11/09/1982	Male	Dental	Commerci

Total Records: 4

< Showing 1 - 4 >



Step 5:

1. The **Member Details** page displays for the selected member.
2. Click the right arrow > to expand and review a section.
3. Click the down arrow v to collapse a section.

Member Details



Status Active	Member Id K6020289701	Member Name KAFF, ELI	Date of Birth 11/09/1982
Gender Male	PCP Name	Plan Name EmblemHealth PPO	Product Type Commercial PPO
Coverage Start Date 12/01/2019	Coverage End Date 12/31/9999		

Create Referral

Create Preauthorization

Preauthorization Check Tool

Benefit Summary

Ask a Question

> Member Information

> Deductible - Individual

> Deductible - Family

> Out of Pocket - Individual



Step 6:

1. For example, click the to expand the *Member Information* section.

Note: Click the to collapse the section.

▼ Member Information			
Member Name KAFF, ELI	Coverage Start Date 12/01/2019	Coverage End Date 12/31/9999	Coverage Type Medical
Product Type Commercial PPO	Plan Name EmblemHealth PPO	Group ID 1130300	Member ID K6020289701
Status Active	Gender Male	Date of Birth 11/09/1982	Relationship to Insured Subscriber
Home Phone	Mobile Phone	Member Email	Address 916 46TH ST, BROOKLYN, NY, 11219
PCP Name	Medical Center	Medical Center Address	Referral Required No



Step 7:

1. You may click any of the buttons to create a referral or preauthorization request, use Preauthorization Check Tool or benefit summary or ask a question.

2. Click **Home** or any option on the menu bar to close.

Home
Member Management ▼
Claims ▼
Referrals ▼
Preauthorization ▼
Provider Profile
Create ER Notification
More ▼

Member Details

Status Active	Member Id K6020289701	Member Name KAFF, ELI	Date of Birth 11/09/1982
Gender Male	PCP Name	Plan Name EmblemHealth PPO	Product Type Commercial PPO
Coverage Start Date 12/01/2019	Coverage End Date 12/31/9999		

Create Referral

Create Preauthorization

Preauthorization Check Tool

Benefit Summary

Ask a Question

Thank
You