

NewMMIS Job Aid: Verify Member Eligibility

This job aid describes how to:

- Verify a member's eligibility using the Provider Online Service Center

Access Verify Member Eligibility

From the Provider Online Service Center home page:

1. Click **Manage Members**.
2. Click **Eligibility**.
3. Click **Verify Member Eligibility**. The **Check Member Eligibility** panel is displayed.

Enter Member and Provider Information

On the **Check Member Eligibility** panel:

4. Select the Provider from the drop-down list.
5. Enter the **Member ID**.
6. In the **From Date of Service** and **To Date of Service** fields, enter the date range for the search.

Note: Both fields automatically default to the current date, but you can modify either field as desired. Maximum date span allowable for a search is 31 days.

7. Click **Submit**.

NOTE: There are four ways to perform an eligibility verification transaction for a member. You can enter either the 12-digit Member ID **OR** the Member's SSN **OR** the Member's Other Agency ID (DCF and DYS) **OR** the Member's first name, last name, DOB and gender. Should the system return a "Member Not Found" error message in the search results, you may wish to perform a second search using a different search method.

Confirm Member Information

On the **Member Information** tab:

8. Confirm the member's information including:
 - Member Name
 - Member ID
 - Provider ID
 - Date of Service
 - Local Office Code
9. Once you have confirmed the member's information, click the **Eligibility** tab.

Verify Eligibility Status

On the **Dates of Eligibility** panel:

10. Click the date range to view the member's eligibility details.

After verifying the member's eligibility status, do one of the following:

- To end the process, click **Close**.
- To verify another member's eligibility, click **Perform Another Eligibility Check**.