

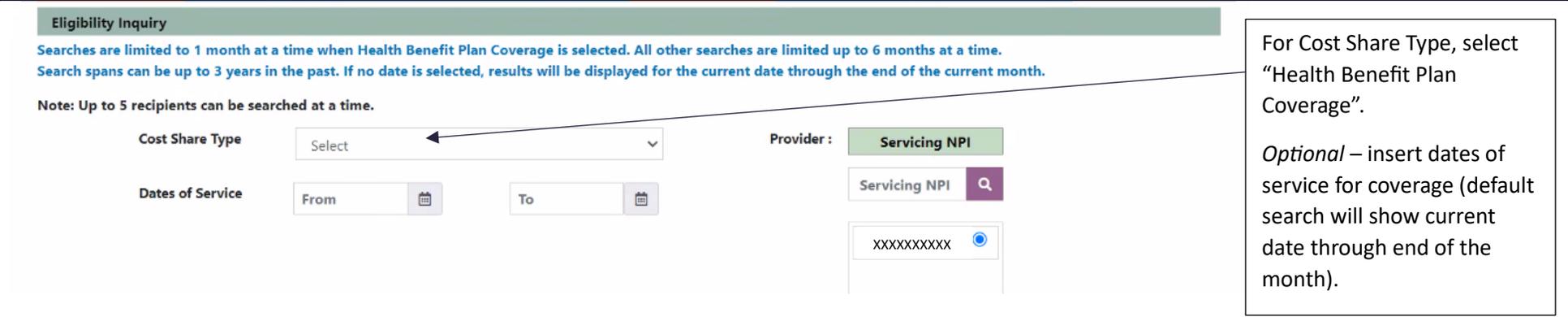
BEGINNING INSTRUCTIONS



The screenshot shows the top navigation bar of the Provider Portal. On the left is the 'Provider Portal' logo. On the right, it says 'You are logged in as Provider Admin' and includes links for 'User Guide' and 'FAQ'. The main navigation consists of seven colored buttons: Administration (orange), Resident Reporting (blue), Recipient Info (blue), Reports (teal), Communications (orange), Claims (blue), and Clinical Reviews (blue). An arrow points from a text box to the 'Recipient Info' button.

To access the eligibility search tool, click on "Recipient Info" and select the eligibility option on the dropdown menu.

ELIGIBILITY INQUIRY



The screenshot shows the 'Eligibility Inquiry' search form. It includes a title bar, a note about search limitations, and several input fields. An arrow points from a text box to the 'Cost Share Type' dropdown menu.

Eligibility Inquiry
 Searches are limited to 1 month at a time when Health Benefit Plan Coverage is selected. All other searches are limited up to 6 months at a time. Search spans can be up to 3 years in the past. If no date is selected, results will be displayed for the current date through the end of the current month.
 Note: Up to 5 recipients can be searched at a time.

Cost Share Type: Select (dropdown menu)
 Dates of Service: From (calendar icon) To (calendar icon)
 Provider: Servicing NPI (dropdown menu)
 Servicing NPI (search field with magnifying glass icon)
 XXXXXXXXXX (radio button)

For Cost Share Type, select "Health Benefit Plan Coverage".
Optional – insert dates of service for coverage (default search will show current date through end of the month).

Search Option # 1 : + Add

Search Option # 2 :

3 out of 4 are required for a search.

+ Add Reset

Option 1: Search by Recipient ID (patient/client Medicaid number)

Option 2: Search by Recipient First Name and Last Name and Last 4 of SSN OR Date of Birth

Once entered, click +Add in the green box

Note: Multiple Recipients can be added for one eligibility check. Once you have added one or more recipients, you can then run the search using the instructions below.

Recipient Eligibility Inquiry										
IHS	Eligibility	Coverage	Recipient ID	First Name	Last Name	SSN	Birth Date	From Date	To Date	Action
				Bob	Smith		01/01/1991	10/16/2024	10/31/2024	

This is not a guarantee of benefits or payment. The data shown is the latest information available. All payments are subject to any limitation or exclusions that are in effect at the time the patient receives services.

Check Eligibility

Once the list of recipients is complete (based on the number of recipients entered), click "check eligibility"

Recipient eligibility will show in the Eligibility Column.