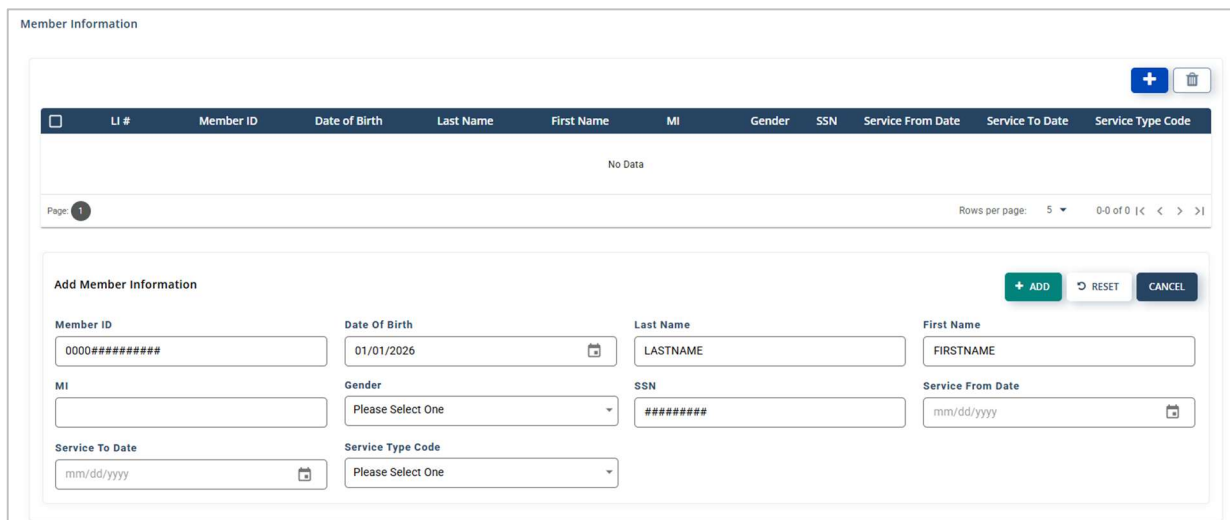



This job aid provides guidance on how to correctly search for Member Eligibility in the Provider Claims Portal and outlines common mistakes that can prevent successful lookup.

Common Issues

- Incorrect or incomplete member information entered
- First Name and Last Name being replaced or entered incorrectly
- Entering Member ID without required leading zeros
- Using hyphens (-) in the SSN field
- Using multiple search combinations at the same time
- Clicking Search without clicking the ADD button first

Correct Steps to Search Member Eligibility



Step	What to Verify	Instructions
1	Add Button to Enter Member Information	Click the blue ADD button to display the Add Member Information section. 
2	Member Information	Ensure the First Name, Last Name, and Date of Birth are entered correctly.