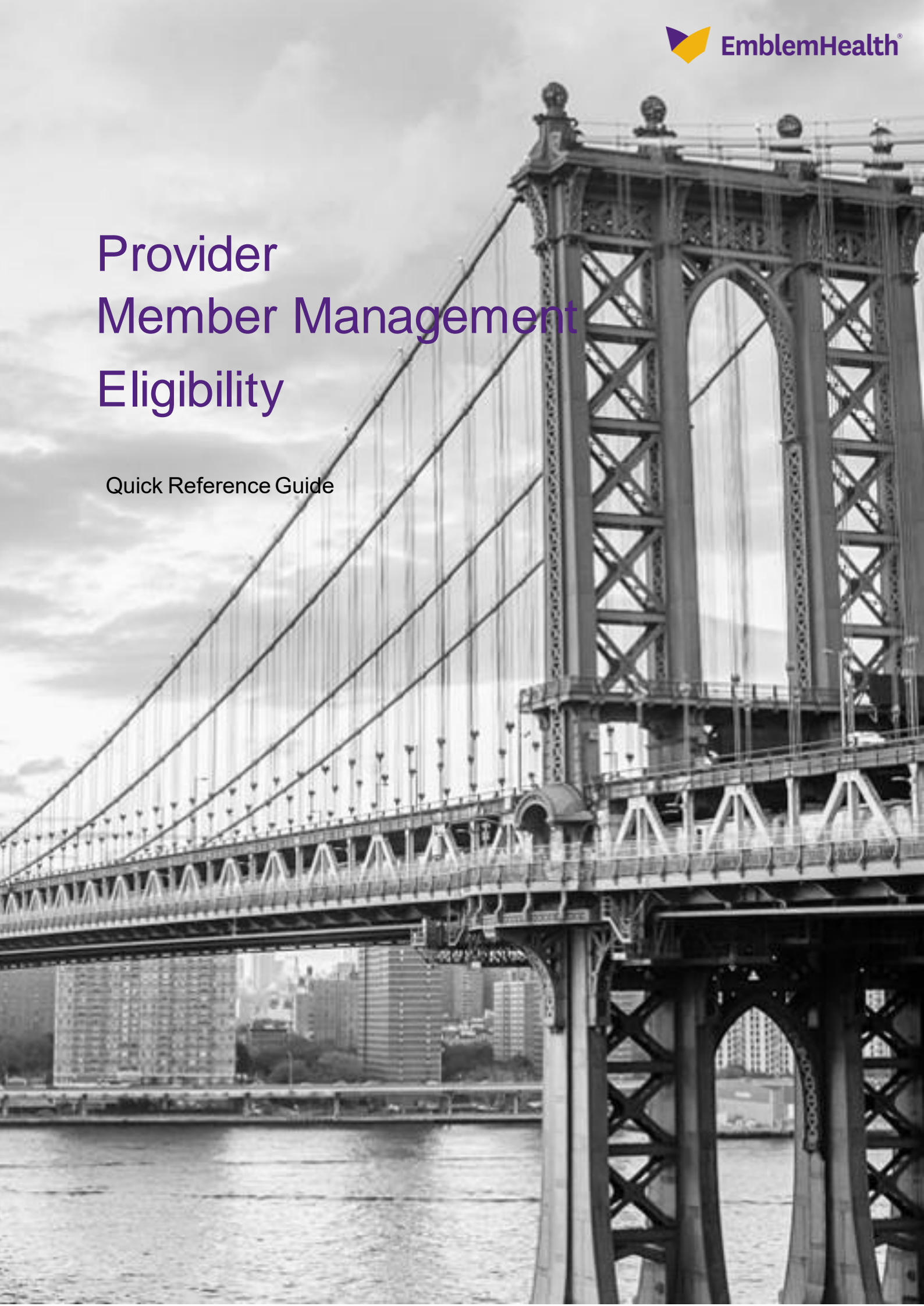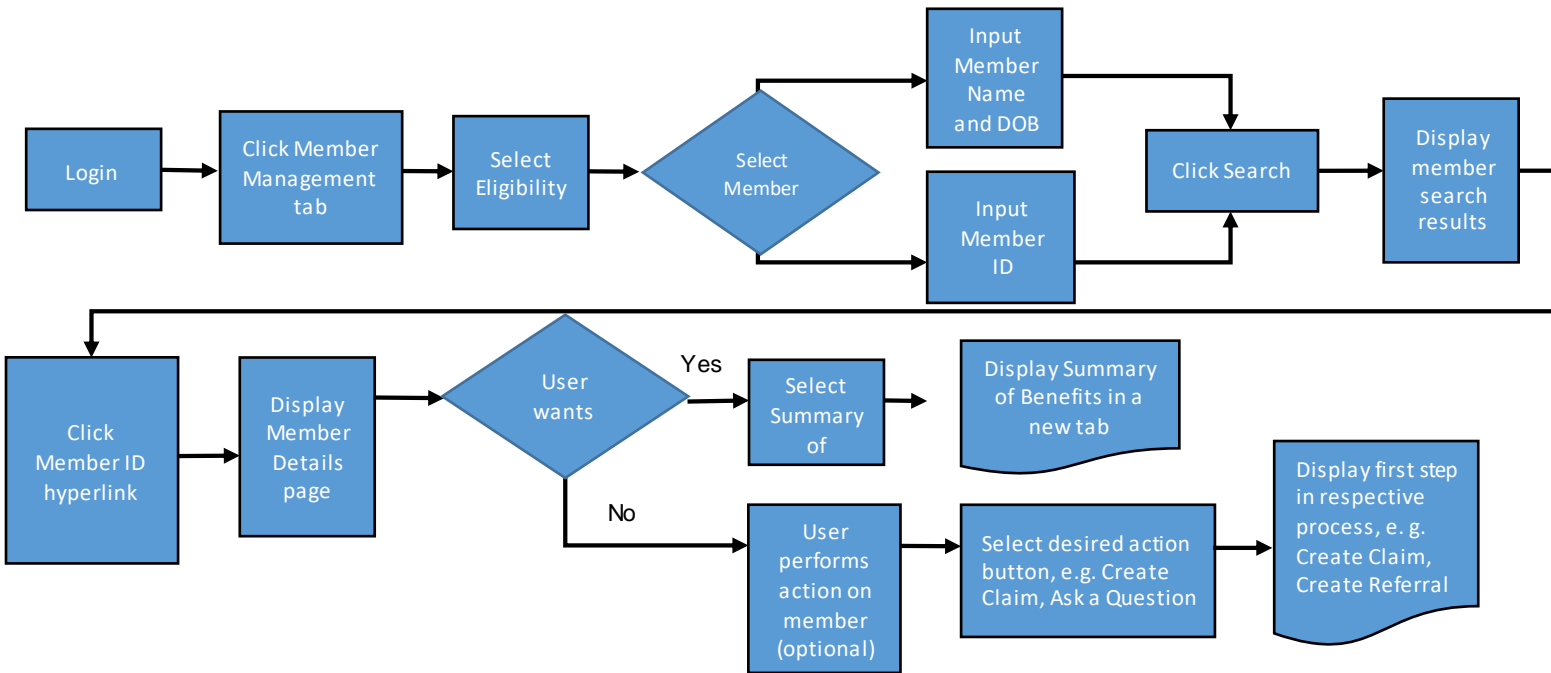# Provider
Member Management
Eligibility

Quick Reference Guide

Provider Portal – Eligibility Report

This Quick Reference Guide (QRG) will provide an overview of how to look up a member's eligibility.

```
Login → Click Member Management tab → Select Eligibility → Select Member
                                                            ↓ (up)  Input Member Name and DOB
                                                            ↓ (down) Input Member ID
        → Click Search → Display member search results

Click Member ID hyperlink → Display Member Details page → User wants
        → Yes → Select Summary of → Display Summary of Benefits in a new tab
        → No → User performs action on member (optional) → Select desired action button, e.g. Create Claim, Ask a Question → Display first step in respective process, e. g. Create Claim, Create Referral
```
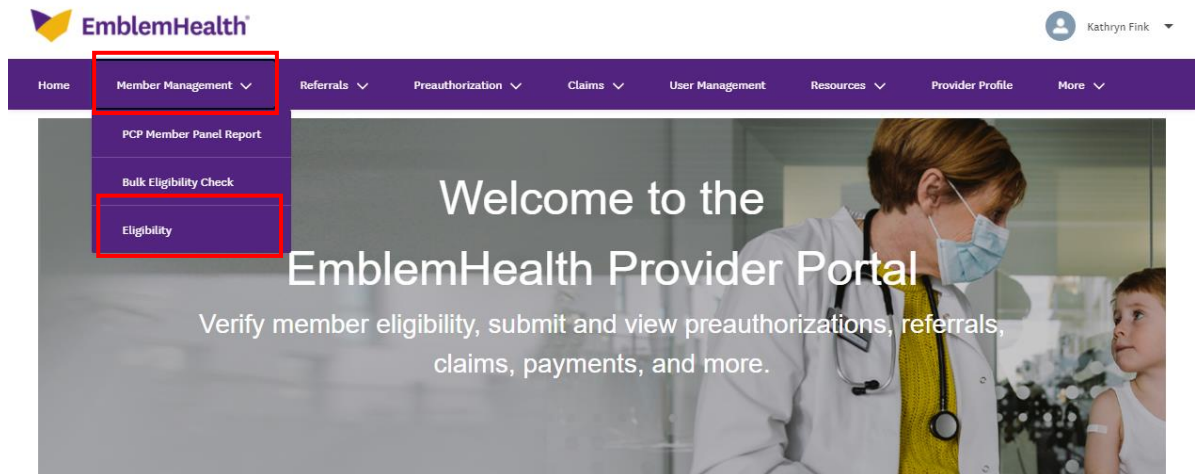
Let us look at the steps in detail to look up a member's eligibility.

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

Step 1:

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

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Kathryn Fink

Home | Member Management ⌄ | Referrals ⌄ | Preauthorization ⌄ | Claims ⌄ | User Management | Resources ⌄ | Provider Profile | More ⌄

PCP Member Panel Report
Bulk Eligibility Check
Eligibility

Welcome to the
EmblemHealth Provider Portal
Verify member eligibility, submit and view preauthorizations, referrals, claims, payments, and more.

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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 *
Nicole

Last Name *
Rossi

Date of Birth *
09/04/1990

Reset Search   Search

Step 4:

1. The results display.
   Note: Results may be filtered by 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 *
Nicole

Last Name *
Rossi

Date of Birth *
09/04/1990

Reset Search   Search

Filter By 🛈

Member ID	Member Name	Coverage Start Date	Coverage End Date	Status	Date of Birth	Gender	Coverage Type	Product Type
K6028390283	Rossi, Nicole	11/01/2020	12/31/9999	Active	09/04/1990	Female	Medical	HMO
K6028390283	Rossi, Nicole	11/01/2019	10/31/2020	Inactive	09/04/1990	Female	Medical	HMO

Total Records: 2   ‹ Showing 1 - 2 ›

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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 ⌄ to collapse a section.

Member Details

Status Active	**Member Id** K1039670804	**Member Name** Dabkowski, Katarzyna	**Date of Birth** 04/11/2001
✓ **Gender** Female	**PCP Name** Limaye, Deepa P.	**Plan Name** Choice HMO 30/45 $3000Ded CNT 06	**Product Type** Commercial HMO
Coverage Start Date 01/01/2021	**Coverage End Date** 03/31/2028		

[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 *Deductible - Family* section.

   Note: Click the ⌄ to collapse the section.

❯ Member Information

❯ Deductible - Individual

⌄ Deductible - Family

Description ↑	Total Amount	Amount Met	Amount Remaining	Period
Deductible-In Network	$900.00	$900.00	$0.00	Plan Year

Total Records: 1   ‹ Showing 1 - 1 ›

❯ Out of Pocket - Individual

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Provider Portal – Eligibility Report

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.

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Allison Richards

Home | Member Management ⌄ | Claims ⌄ | Referrals ⌄ | Preauthorization ⌄ | Dental Pre-Determination ⌄ | Provider Profile | More ⌄

Member Details

✓

Status
Active

Member Id
K1039670804

Member Name
Dabkowski, Katarzyna

Date of Birth
04/11/2001

Gender
Female

PCP Name
Limaye, Deepa P.

Plan Name
Choice HMO 30/45 $3000Ded
CNT 06

Product Type
Commercial HMO

Coverage Start Date
01/01/2021

Coverage End Date
03/31/2028

Create Referral | Create Preauthorization | Preauthorization Check Tool | Benefit Summary | Ask a Question

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Thank You