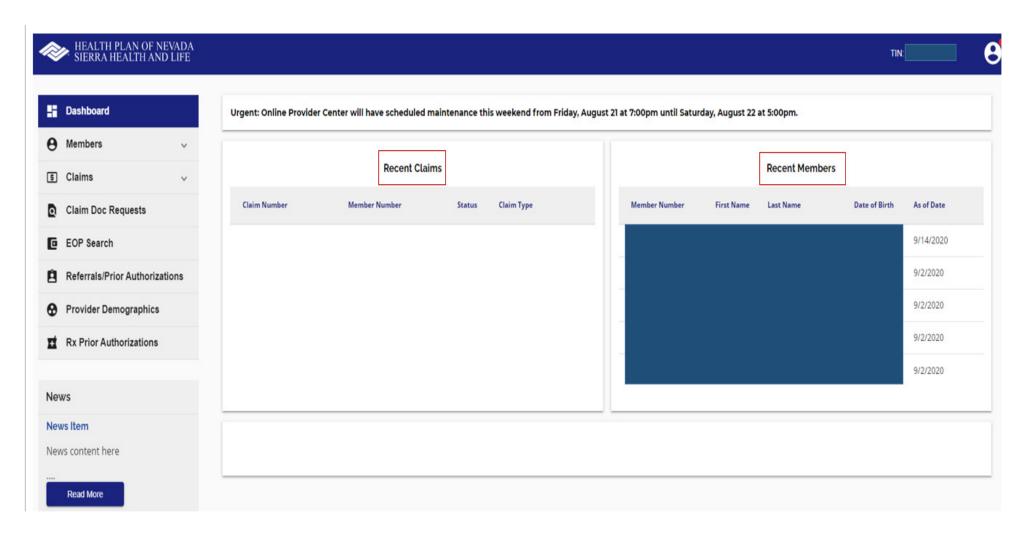




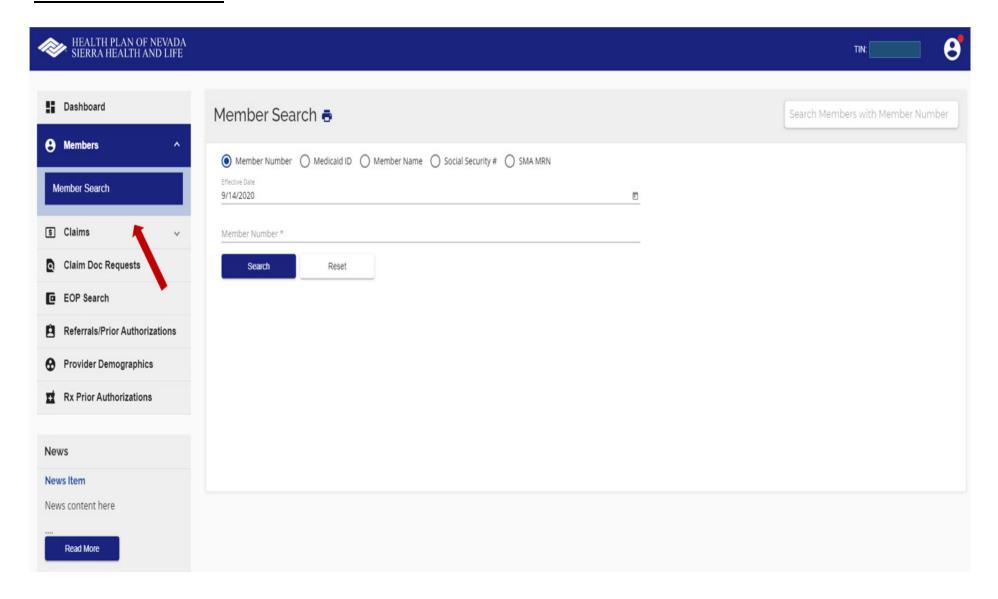
Online Provider Center Tutorial Dashboard/Member Search

<u>Dashboard</u>

The **Dashboard** feature saves time by remembering the most **Recent Claims** and **Recent Members** that were searched for.

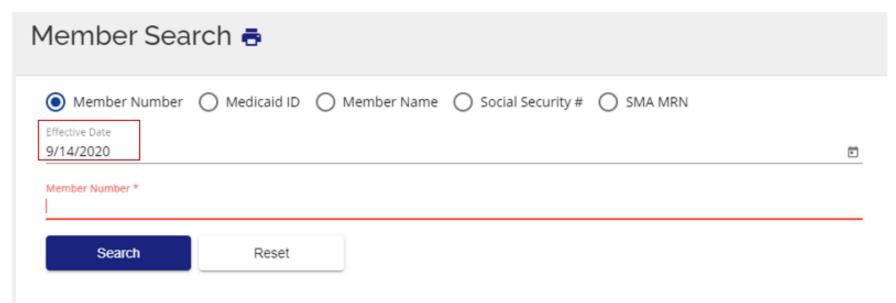


Member Search



Members can be found by using various search criteria:

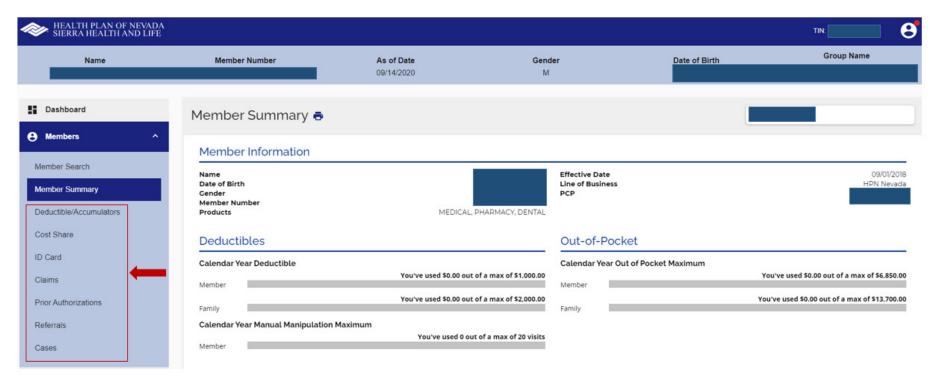
- Member Number
- Medicaid ID (State assigned)
- Member Name
- Social Security #
- SMA MRN



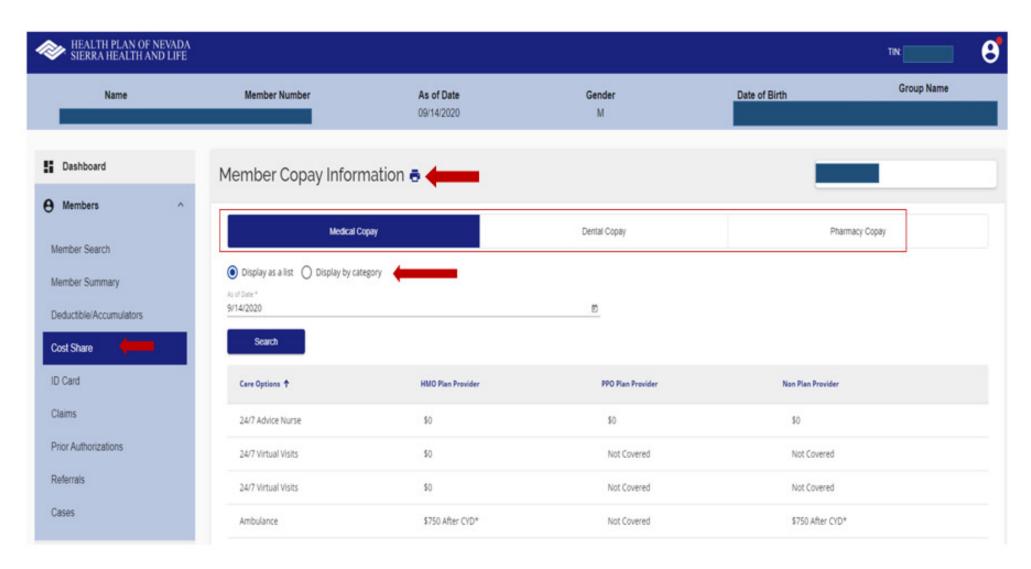
<u>Note:</u> The <u>Effective Date</u> will default to the current date. If you are looking for historical data, you will need to change the date. If a member terminated prior to the date entered, the member will not display.

This screen allows you to access individual members eligibility information which includes, but is not limited to the following:

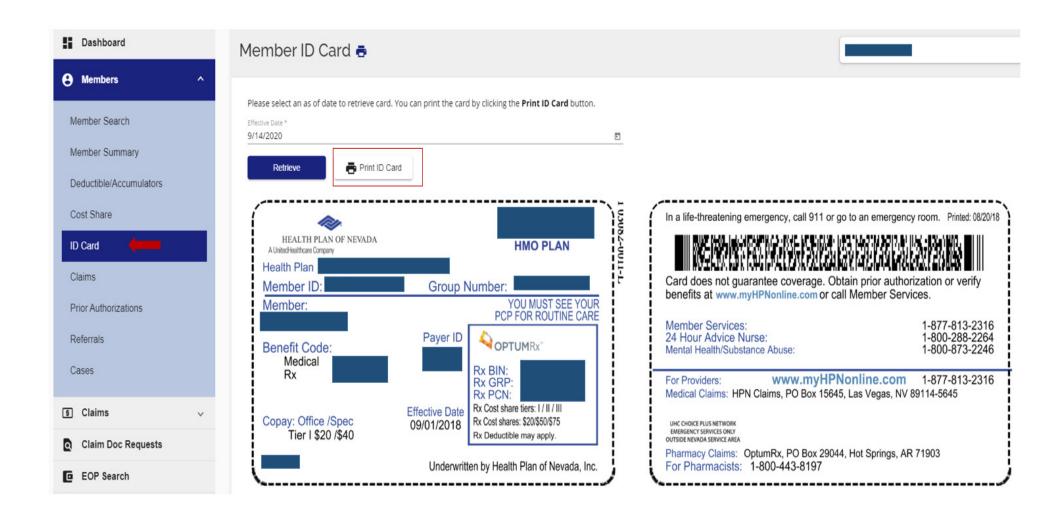
- Deductible/Accumulators
- Cost Share (Copay information)
- ID Cards
- Claims
- Prior Authorizations (detailed notes must still be obtained under the Search and Manage features to work Referrals and Prior Authorizations)
- Referrals (detailed notes must still be obtained under the Search and Manage features to work Referrals and Prior Authorizations)
- Case Management



The **Cost Share/Member Copay Information** displays as a **list** or by **category** which allows the user to print when necessary and supports Medical, Dental or Pharmacy information when applicable to the member's coverage.



The **ID Card** feature allows the user to view the member's card and **Print ID Card** as needed.



Claims/Claims Search

View and print claim status and detailed claim information.

Claims Doc Requests

Allows users to search for claim recons that they have submitted.

Referrals/Prior Authorizations

- Create a new referral or prior auth for member- select Referral/Prior Authorizations.
- View member specific prior authorizations- select Prior Authorizations under Member Search feature.
- View referral history select Referrals under Member Search feature.

