Web Portal Module Overview

Member Eligibility

Estimated Duration- 30 minutes

MOLINA® HEALTHCARE

Your Extended Family.

Welcome

Welcome to Web Portal Training! The goal of the presentation is to provide you with the fundamental Web Portal knowledge you need to assist Molina Providers. It is important to note that some of the functionality demonstrated will only work for our providers and cannot be performed in the Support User environment.

If you have any feedback or questions, please direct these to the Stakeholder Experience Department by emailing us at:
WebPortal@Molinahealthcare.com.

Thank you,

Web Portal Team

Training Module 2 (Member Eligibility)

- Member Search   5 minutes

- Member Eligibility and Benefits   10 minutes
    - HEDIS Alerts

- Claims and Service Request/Authorization   10 minutes
    - Submit
    - Print

- Printing   5 minutes

Objectives

Upon successful completion of the course, participants will be able to:

- Complete a Member search

- Look-up member eligibility and demographic information

- Identify an eligible member's benefits

- See HEDIS alerts

- Submit Claims and Service Request/ Authorizations all in one screen.

Member Eligibility

Member/Eligibility Inquiry provides the options to search by Member ID or Full Name and Date of Birth.

- *Click* **Search** to initiate the search.

- *Click* **Clear** to remove any data entered.

Search eligibility as of 09/23/2011 (mmddyyyy)

Member Search   Enter Member ID or First and Last Name and Date of Birth.

Member ID:

First Name: Last Name:

Date of Birth:
(mmddyyyy)

Search Options

Gender: Select

Zip Code:

Line of Business: Select

Search for Member   Clear All

Member Search by Member ID

1. *Enter* the Subscriber's **Member ID.**

2. *Click* **Search**. The Member Eligibility and Benefits page displays.

Search eligibility as of 09/23/2011 (mmddyyyy)

Member Search   Enter Member ID or First and Last Name and Date of Birth.

Member ID: [   ]

First Name: [   ]   Last Name: [   ]

Date of Birth: [   ]
(mmddyyyy)

Search Options

Gender: [Select ▾]
Zip Code: [   ]
Line of Business: [Select ▾]

[Search for Member]   [Clear All]

Member Search by Name/Date of Birth

1. *Enter* the Member's **First Name** and/or **Last Name,** and the **Date of Birth.**

2. *Click* **Search**. The Member Eligibility And Benefits page displays.

Search eligibility as of 09/23/2011 (mmddyyyy)

Member Search   Enter Member ID or First and Last Name and Date of Birth.

Member ID: [   ]

First Name: [   ]   Last Name: [   ]

Date of Birth: [   ]
(mmddyyyy)

Search Options

Gender: [Select ▾]
Zip Code: [   ]
Line of Business: [Select ▾]

[Search for Member]   [Clear All]

Multiple Members Found

If any search results in multiple matches the page will display a message and highlight the fields that differentiate the members. You may select/enter any of the highlighted fields and do a search again. The following illustrates an example of the display of multiple member found search.

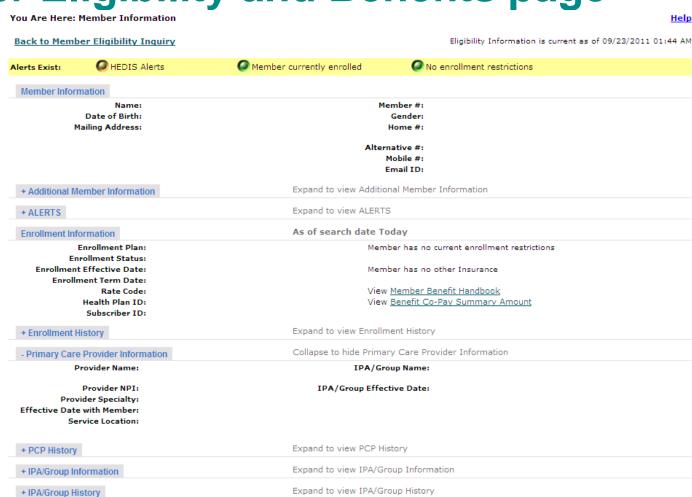- *Enter Zip Code and/or select a Line of Business to see member details*

Member Eligibility and Benefits page

The Member Information, Enrollment Information, and Primary Care Provider are displayed.

- *Click* any closed tab to display more detail information.

- *Click* on tabs to view and hide information.

Help

Back to Member Eligibility Inquiry

Eligibility Information is current as of 09/23/2011 01:44 AM

| Alerts Exist: | 🔴 HEDIS Alerts | 🟢 Member currently enrolled | 🟢 No enrollment restrictions |

Member Information

Name:		Member #:	
Date of Birth:		Gender:	
Mailing Address:		Home #:	
		Alternative #:	
		Mobile #:	
		Email ID:	

+ Additional Member Information — Expand to view Additional Member Information

+ ALERTS — Expand to view ALERTS

Enrollment Information — As of search date Today

Enrollment Plan:	Member has no current enrollment restrictions
Enrollment Status:	
Enrollment Effective Date:	Member has no other Insurance
Enrollment Term Date:	
Rate Code:	View Member Benefit Handbook
Health Plan ID:	View Benefit Co-Pay Summary Amount
Subscriber ID:	

+ Enrollment History — Expand to view Enrollment History

- Primary Care Provider Information — Collapse to hide Primary Care Provider Information

Provider Name:	IPA/Group Name:
Provider NPI:	IPA/Group Effective Date:
Provider Specialty:	
Effective Date with Member:	
Service Location:	

+ PCP History — Expand to view PCP History

+ IPA/Group Information — Expand to view IPA/Group Information

+ IPA/Group History — Expand to view IPA/Group History

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Help

Back to Member Eligibility Inquiry

Eligibility Information is current as of 09/23/2011 01:44 AM

Alerts Exist: ● HEDIS Alerts   ● Member currently enrolled   ● No enrollment restrictions

Member Information

Name:	**Member #:**
Date of Birth:	**Gender:**
Mailing Address:	**Home #:**
	Alternative #:
	Mobile #:
	Email ID:

- Additional Member Information   Collapse to hide Additional Member Information

Primary Language Spoken: ENGLISH   **Ethnicity:** NO ETHNICITY

- ALERTS   Collapse to hide ALERTS

HEDIS Alert: **Adult Access to Preventive/Ambulatory Health Services**   07/01/2011
MISSING SERVICE documentation needed: Office Visit

Notification: Notify member to contact Molina

Enrollment Information   **As of search date Today**

Enrollment Plan:	Member has no current enrollment restrictions
Enrollment Status:	
Enrollment Effective Date:	Member has no other Insurance
Enrollment Term Date:	
Rate Code:	View Member Benefit Handbook
Health Plan ID:	View Benefit Co-Pay Summary Amount
Subscriber ID:	

- Enrollment History   Collapse to hide Enrollment History
There are no history records

- Primary Care Provider Information   Collapse to hide Primary Care Provider Information

Provider Name:	**IPA/Group Name:**
Provider NPI:	**IPA/Group Effective Date:**
Provider Specialty:	
Effective Date with Member:	
Service Location:	

- PCP History   Collapse to hide PCP History
There are no history records

- IPA/Group Information   Collapse to hide IPA/Group Information

Group Name:	**NPI #:**
Mailing Address:	**Phone #:**
Physical Address:	**Phone #:**

Last Contract Effective Date:

- IPA/Group History   Collapse to hide IPA/Group History
There are no history records

- *If alerts exist they will display on the top yellow alert bar*

- *Click **Member Benefit Handbook** to access the member's handbook.*

- *Click **view Benefit Co-Pay Summary Amount** to display the member's co-pay, coinsurance and deductible.*

- *Click **Back** to go to the previous page.*
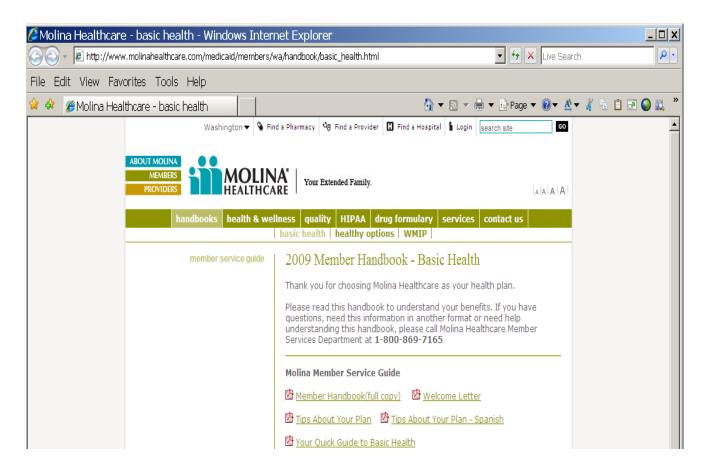
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Member Eligibility and Benefits (cont.)

The member's handbook is displayed for their benefit plans.

Click the displayed link to view the Member Handbook.
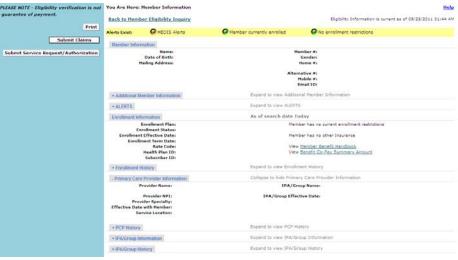
Click **X** to close the page.

Service Request/Authorization and Claims

- *Click **Print** to display a printable PDF document.*

- *Click **Submit Claims** to submit a claim. The form will be pre populated with the members information*

- *Click **Submit Service Request / Authorization** to submit a service Request/Authorization. The form will be pre populated with the member's information*

Member Eligibility – Print Function

Click **Print** on the Member Eligibility Details page to display a printable PDF document.