How to read the Web Portal eligibility verification screen

On the Eligibility Request screen, when you enter a recipient's 12-digit ID number, birthdate, and a valid date of service (DOS) OR Social Security Number, birthdate, and DOS, you will see the following panels shown below.

Note: From and To DOS values must be within a six month range.

Have questions about client eligibility? Contact our provider call center at 1-800-686-1516 through the Interactive Voice Response System (IVR). It provides 24 hour, 7 days a week access to information regarding client eligibility, claim and payment status, prior authorization, drug and procedure codes, and provider information.

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7. **Medicare:** If the recipient is enrolled in Medicare part A, B, or D, the effective dates, plan information and health insurance claim number (HIC) name will display here.

8. **Service Limitation:** If you enter a procedure code with a service limitation when entering the client ID and the dates of service on the Eligibility Verification Request screen, the next available data of service for that procedure will display here.

9. **Level of Care Determinations:** If the recipient is in long term care, the level of care type and associated dates are displayed here.

10. **Patient Liability:** If the recipient has any patient liabilities, the payer information, type and amount of liabilities and effective dates will display here.

11. **Long Term Care Facility Placements:** If the recipient is in long term care, the LTC facility, admission and effective dates will display here.

12. **Special Program:** If the recipient enrolled in any special (waiver) programs, the description of the program, the application status and provider information and program effective dates will display here.