

## Job Aid – Search for a Member

### Performing a Member Eligibility Search

You can perform an eligibility check on members in any subgroup where you have user rights.

**Note:** All required fields are marked with a red asterisk (\*).

1. Click the **Online Enrollment > Member Eligibility Search** menu item from the Portal Menus on the left side of the page to display the **Member Eligibility Search** page.



2. Enter the member or dependent for whom you want to perform an eligibility search:

**Note:** All required fields are marked with a red asterisk (\*).

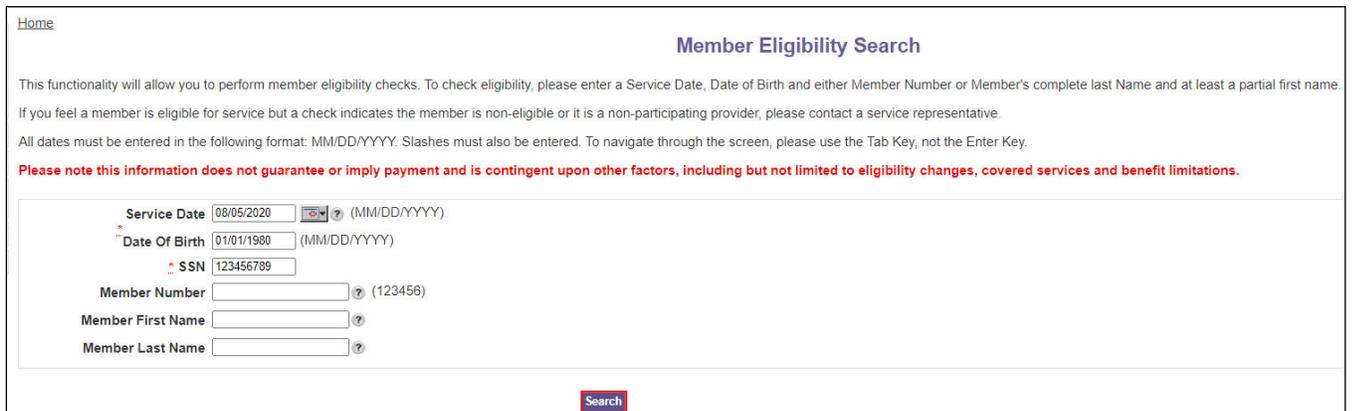
a. You must enter either:

- a. The DOB (date of birth) or select it from the pop-up calendar in the **DOB** field **or**
- b. The Social Security number in the **SSN** field.

b. You can also enter any of the following fields to narrow down your search results:

- a. Enter the service date or select it from the pop-up calendar in the Service Date field, if necessary. The results will default to today's date, if a specific date is not entered.
- b. The member number in the Member Number field.
- c. The member's last name and part of the first name in the Member Last Name and Member First Name fields.

3. Click the **Search** button.

A screenshot of the "Member Eligibility Search" page. At the top left is a "Home" link. The title "Member Eligibility Search" is centered. Below the title is a paragraph of instructions: "This functionality will allow you to perform member eligibility checks. To check eligibility, please enter a Service Date, Date of Birth and either Member Number or Member's complete last Name and at least a partial first name. If you feel a member is eligible for service but a check indicates the member is non-eligible or it is a non-participating provider, please contact a service representative. All dates must be entered in the following format: MM/DD/YYYY. Slashes must also be entered. To navigate through the screen, please use the Tab Key, not the Enter Key." Below this is a red warning line: "Please note this information does not guarantee or imply payment and is contingent upon other factors, including but not limited to eligibility changes, covered services and benefit limitations." The form contains several input fields: "Service Date" (with a calendar icon and "(MM/DD/YYYY)" format), "Date Of Birth" (with a calendar icon and "(MM/DD/YYYY)" format), "SSN" (with a red asterisk and "123456789" value), "Member Number" (with a red asterisk and "(123456)" value), "Member First Name" (with a red asterisk and a question mark icon), and "Member Last Name" (with a red asterisk and a question mark icon). At the bottom center is a red "Search" button.

The **Member Eligibility List** page appears with the results based on the criteria entered. There are three sections on this page – the member (subscriber or dependent) will appear in the section that is appropriate for the service date entered:

1. **Active** (Eligible): the coverage is active for the service date entered.
2. **Ineligible** (Not Eligible): the coverage is not active for the service date entered.
3. **Not Found** (Member Not Found): a matching member could not be identified. If you need to enroll the member, proceed to the section **Add a New Member**.

**Note:** This section only appears if one of the members searched for is not found.

The **Member Eligibility List** page contains general member eligibility information. Click **Search Again** to redisplay the **Member Eligibility Search** page and repeat the search process.

Home > Member Eligibility Search

### Member Eligibility List

This page displays the Members meeting the search criteria. You can conduct another search by clicking search again, view Member detail by clicking a Member name link, and print the results by using the Printer Friendly Format button.  
**Please note this information does not guarantee or imply payment and is contingent upon other factors, including but not limited to eligibility changes, covered services and benefit limitations.**

Results are for members who are/were eligible as of 08/14/2020

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 Add New Member

**Active**

Member Number	Date Of Birth	Member Name	Subgroup	Client Number	Network Name	Paid Through Date	Dentist/Office Name	Dentist Effective Date
No Results Found								

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**Ineligible**

Member Number	Date Of Birth	Member Name	Eligibility Effective Date	Eligibility Expiration Date
No Results Found				

<

**Not Found**

Member Number	Date Of Birth	Member First Name	Member Last Name	Error Message
	01/01/1980			Unable to identify member. You can search again with additional information or contact the health plan.

Note: If you wish to search again, the information you originally entered for these members will be retained allowing you to correct any information you previously entered.

[Search Again](#)