PATIENT INQUIRY FUNCTIONALITY

This section of the Provider Portal allows you to retrieve member information using a member’s unique ID number and birthdate or name and birthdate. Please note the back arrow in your web browser will not work in this application. To move back in the application, you must use the links at the top of the page (called a “bread crumb”).

Patient Inquiry contains:
Subscriber/Dependent information
- Accumulation Limits/Coinsurance/Copay/Deductible
- Benefits
- Eligibility (Effective /Term periods)
- Insurance Entity Name
- Member Address
- Member’s Network
- Other Insurance Information
- Primary Care Provider (if applicable)

Questions and Answers
How to view a member’s benefits
1. Select Patient Inquiry from the top menu bar and then click on the Patient Inquiry button
2. Enter Member ID Number in the Patient ID field and provide the birthdate, then click Search
3. Click on the Member Name
4. Click on the Plan Name listed under the Subscriber and Policy Details heading

Note: To view benefit information, click View Plan Description

How to find the member eligibility
1. Select Patient Inquiry from the top menu bar and then click on the Patient Inquiry button
2. Enter Member ID Number in the Patient ID field and provide the birthdate, then click Search
3. Click on the Member Name
4. View Eligibility period listed under the Subscriber and Policy Details heading

How to find member benefits description
(deductibles, copays, coinsurance percentages, out-of-pocket maximums, etc.)
1. Select Patient Inquiry from the top menu bar and then click on the Patient Inquiry button
2. Enter Member ID Number in the Patient ID field and provide the birthdate, then click Search
3. Click on the Member Name
4. Click Plan Name listed under the Subscriber and Policy Details heading

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