



Optum Idaho Eligibility Search

October 2013

Agenda

- Introductions
- Overview of Provider Express Eligibility Search
- Questions

Introductions

- Today's presentation will be Hosted by the following Optum Staff:
 - Staff from Network Resources – Colleen Chesney, Monika Mikkelsen
 - Karen Faith, Senior Communications Specialist, Provider Express

OVERVIEW OF PROVIDER EXPRESS ELIGIBILITY SEARCH



Searching Optum Idaho Eligibility

Upon logging in to Provider Express, Users will see the Member Eligibility & Benefits search – as well, it also exists in the gray menu bar that goes across the page.



Log Out

Welcome, [John Doe](#)

- Home
- Eligibility & Benefits
- Auth Request
- Auth Inquiry
- Claim Entry
- Claim Inquiry
- EPS
- ALERT
- Provider Reports
- My Provider Express
- My Practice Info
- Message Center
- Contact Us

Welcome to Provider Express!

[Click here to enroll in Campaign for Excellence.](#)

Find Member Eligibility & Benefits

My Patients | **Member ID Search** | Name/DOB Search

Please complete the form below and click "Search"
* - indicates a required field

Member ID *

Group #

First Name *

Date of Birth / / MM/DD/YYYY

Date to Check Eligibility * / / 2013 MM/DD/YYYY

Provider Express recommends using the **minimum** search criteria of **Member ID** and **First Name only**. Do not enter a group number or a date of birth unless the systems prompts you via a specific message.

Don't have login info yet? Click on the "First-time User" link from the providerexpress.com website to request one!



Searching Optum Idaho Eligibility

- Users can search for a member's eligibility by using My Patients, Member ID Search or the Name/DOB Search.
- The 10-digit OptumIdaho Medicaid number can be used in the Member ID Search.
- You can enter a minimum of one letter for the First Name to help alleviate any potential misspellings.

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* - indicates a required field

Member ID *

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First Name *

Date of Birth / / MM/DD/YYYY

Date to Check Eligibility * / / MM/DD/YYYY

Provider Express recommends using the minimum search criteria of Member ID and First Name only. Do not enter a group number or a date of birth unless the systems prompts you via a specific message.

For the Member ID and Name/DOB Searches, entering only the required () fields usually yields the information needed. Also note, the search automatically uses the current date, looking for active eligibility. This can be changed if looking for past (termed) coverage.*

Optum Idaho Eligibility Information

- Regardless of the type of search done, the Eligibility Information page shows the specific member whose information was searched, as well as other information you can see in the sample below.
- The “View Info” button brings up member address and DOB info.
- Clicking on the member’s name brings up the benefits page.

Eligibility and Benefits - Eligibility Information

Eligibility Information for Member XXXXXX4978 for 09/10/2013

For benefit information, click on the member's name.

Due to recent Parity changes, please carefully review the member's benefit information to ensure authorization is required, before submitting an authorization request.

Members Covered Under Group: **21862**

Member Name	Relationship	State	Member ID	Effective Date	Termination Date	Demographic Info
XXXXXXXXXXXX	Subscriber	ID	XXXXX3526	09/01/2013	Still Active	View Info

[Add to My Patients](#)

[Search Again](#)

To add patients to the My Patients list, click on the “Add to My Patients” button



Common Eligibility Search Issues - Spelling

Below are some common issues that the Provider Express Tech Support team has encountered from it's users:

- Names can oftentimes be spelled differently from what you are using in your search:
 - Examples:
 - Search using: Domanick
 - Spelling in Eligibility: Dominick (using “Dom” yielded results)
 - Search using: Brittany
 - Spelling in Eligibility: Brittaney (using “Bri” yielded results)
 - Search using: Javonte
 - Spelling in Eligibility: Javontae (using “Jav” yielded results)
 - Using only the first 1-3 chars in the first name will typically yield results
 - the entire first name is **not** required in the Member ID search

Common Eligibility Issues – Spelling & DOB

When using the Name/DOB search, spelling can, again, be an issue. The bigger problem with this search method is that the names do need to be exact, since that is what Provider Express is using to search eligibility and find a single match based on the information you entered.

- Check for common spelling errors – match up the name on the ID card if at all possible, since that is what should be in the Optum system.
- It's a rarity, but sometimes the DOBs do not match.
- If different spellings/DOBs do not yield results, then you should get the member's ID # and try that search method.
- If, after you've exhausted your search methods, you are still unsuccessful, please contact Provider Express Website/Tech Support via the Contact Us link on the Provider Express site.

Remember, QMB-only and MMCP members are not managed by Optum. For additional information on QMB and MMCP, refer to the Eligibility Training Presentation on the optumidaho.com site on the Provider page.



Common Eligibility Search Issues

The saying “Less is more” can be quite effective in the online search. Use only the required fields first – this is especially true on the Member ID search.

- For the Member ID search, only the member ID and first name are required.
- Do not enter the group number or DOB unless the system prompts you for it.

“If at first you don’t succeed...”

- Always check your search dates – the default is the current date, but as time goes on and especially if you are checking eligibility in a new month, change the search date to the previous month. With Medicaid, members can be termed mid-month, end of month, etc. So make sure to expand your search dates in the event active coverage is not found.



QUESTIONS?

Thank you for attending today's webinar!