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.

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.

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.

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 its 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!