

Checking member eligibility and benefits

Provider Portal user guide

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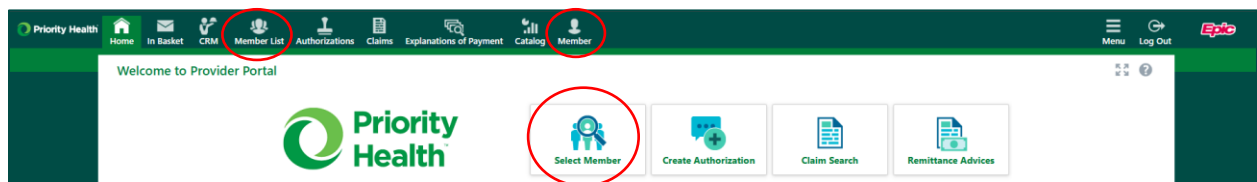
Refer to this guide for doing eligibility checks, benefits lookup and finding other patient information on the Provider Portal.



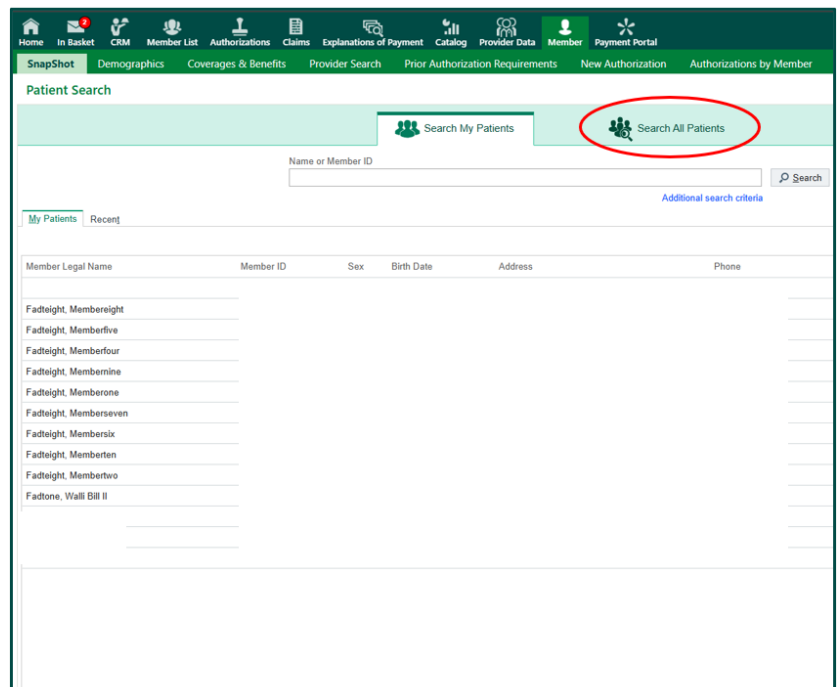
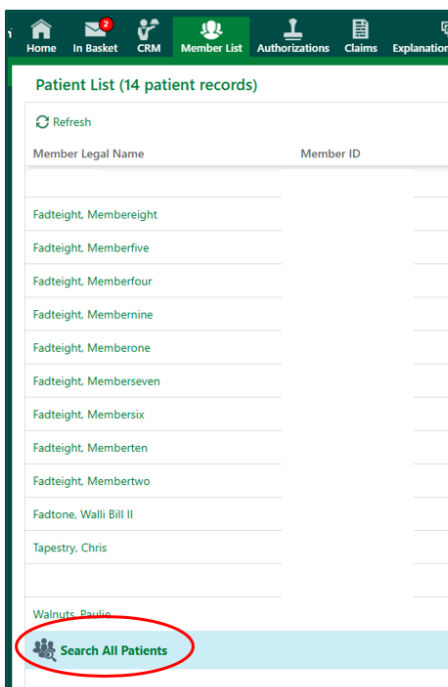
Note: You can also check member eligibility on the portal without logging in. For details, see our **Pre-login functionality guide**.

Navigating to Member Inquiry

From the portal home screen, use **Select Member**, **Member List** or **Member** to search for the member that you need to submit a claim for.

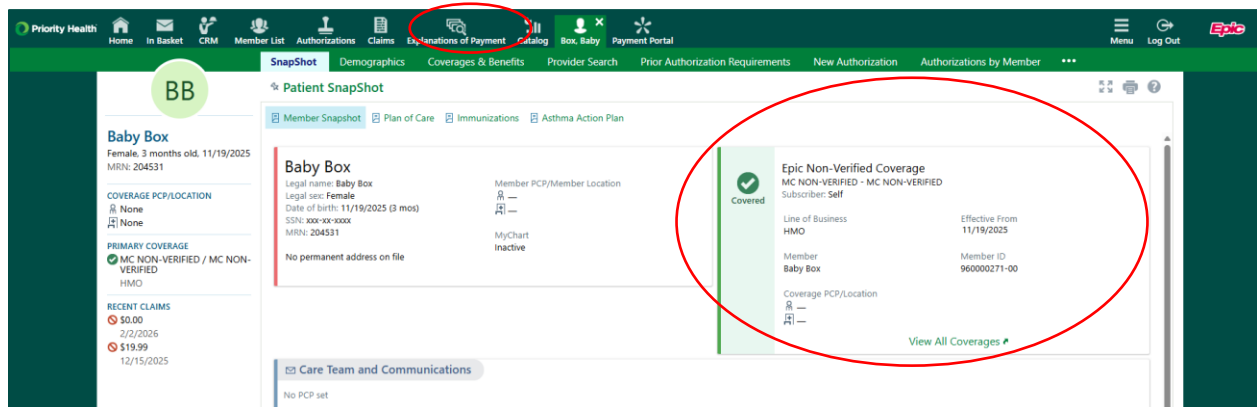


Remember that if you can't find the member you're looking for, try selecting "Search All Patients." To search for a member, you'll either need their Member ID or four other pieces of identifying information.

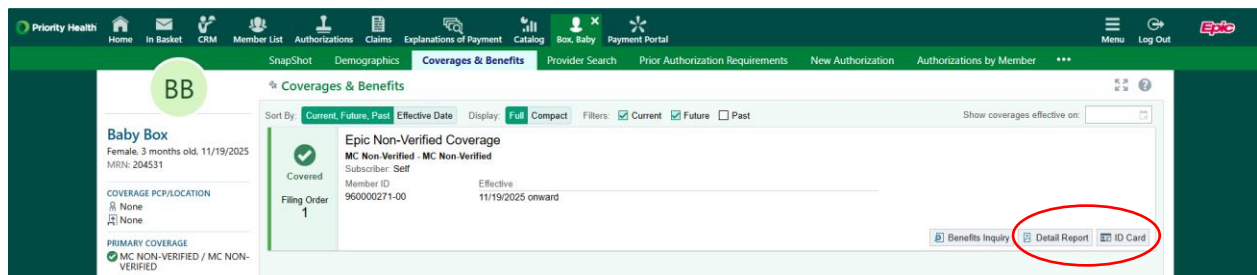


Checking member eligibility

You'll be able to see member's eligibility and plan information both in the **SnapShot** and in the **Coverages & Benefits** tab.

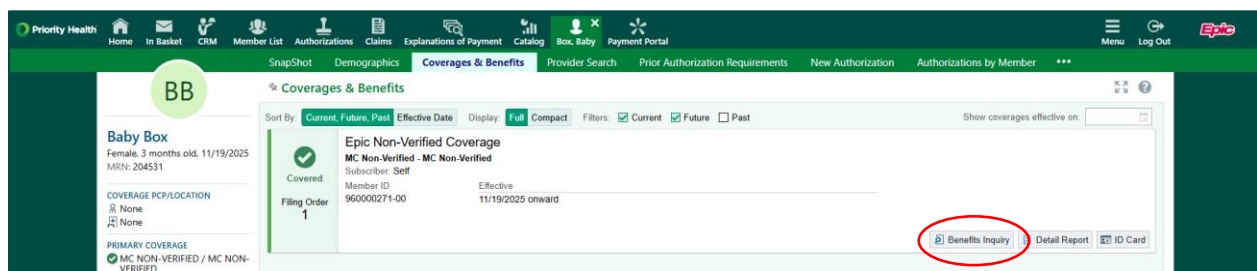


The **Coverages & Benefits** tab also allows you to see the member's ID card and plan details, with the buttons in the bottom right of the window.

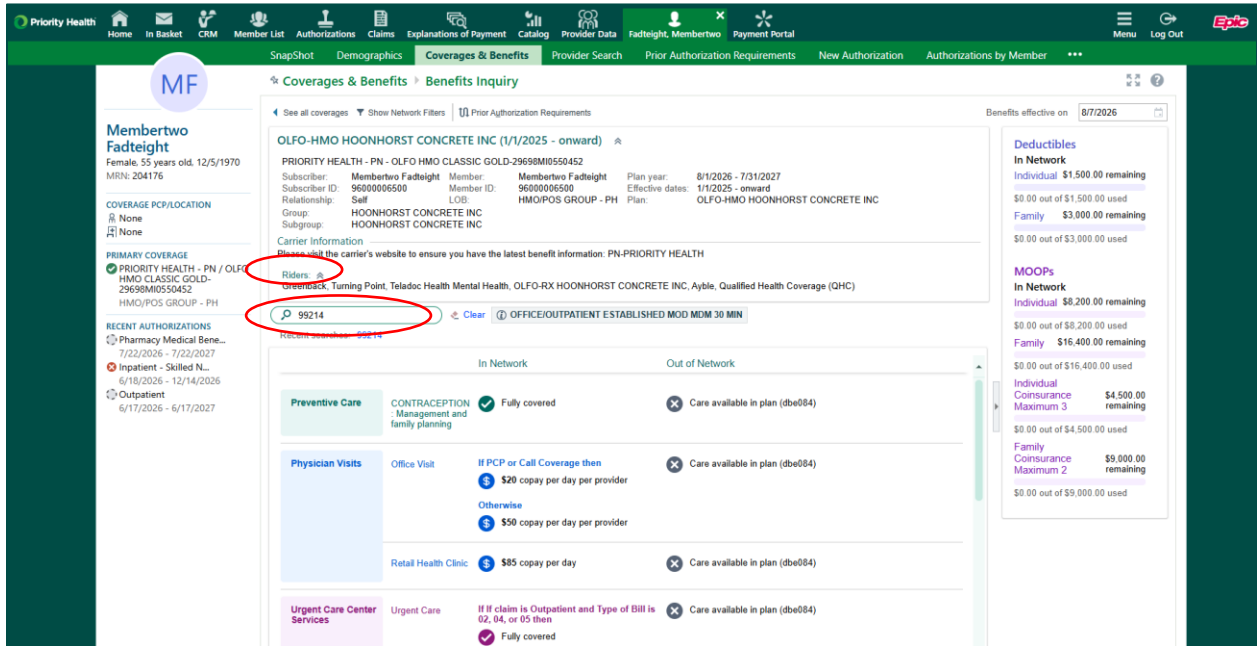


Checking the member's benefits

In Member Inquiry's **Coverages & Benefits** tab, click **Benefits Inquiry** to see details on the member's benefits.



Scroll through the benefits list or use the search bar to search for a specific benefit. You can search by service name or code.



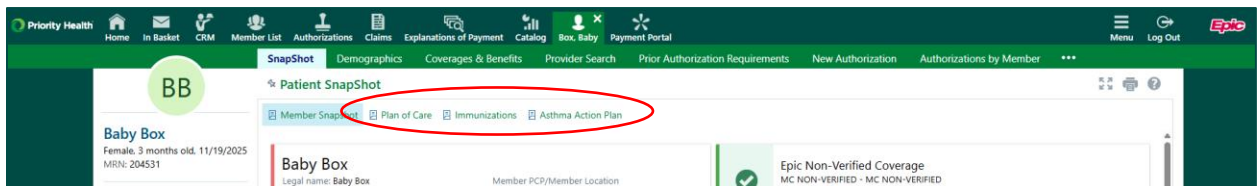
The screenshot shows the 'Coverages & Benefits' section for Membertwo Fadteight. The page includes a search bar and a 'Riders' link circled in red. The 'Riders' link is located under the 'Carrier Information' section. The page also displays a list of benefits with a search bar and a 'Riders' link circled in red.

You can also click **Riders** to reveal a list of add-on benefits a member has.

Browsing other member data

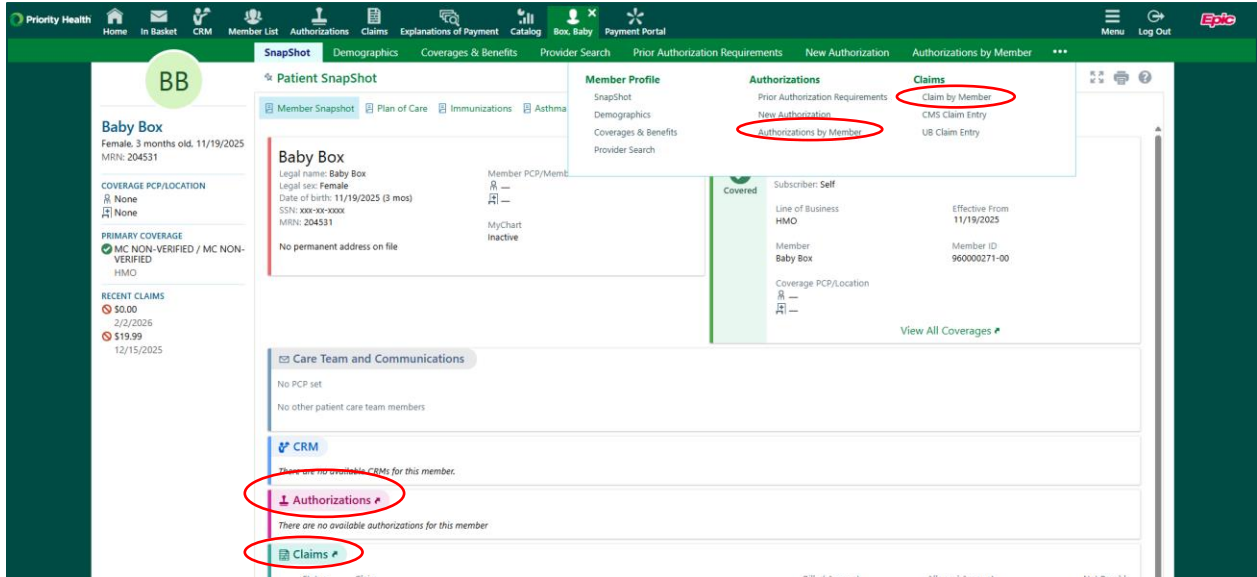
Use the **SnapShot** tab for basic member information and an overview of communications, CRMs, authorizations and claims associated with this member.

The other pages in **SnapShot** will show you any available information on **Plan of Care, Immunizations** and **Asthma Action Plans**.



The screenshot shows the 'Patient SnapShot' section for Baby Box. The page displays a list of tabs including 'Member SnapShot', 'Plan of Care', 'Immunizations', and 'Asthma Action Plan'. The 'Plan of Care' tab is circled in red.

You can also see more details about associated authorizations and claims by clicking the red and green headings, respectively, or by hovering over the three dots in the light green Member Inquiry navigation bar and clicking **Authorizations by Member** or **Claims by Member**.



Priority Health Home In Basket CRM Member List Authorizations Claims Explanations of Payment Catalog Box, Baby Payment Portal Menu Log Out

BB Patient Snapshot

Baby Box
Female, 3 months old, 11/19/2025
MRN: 204531

COVERAGE PCP/LOCATION
None
None

PRIMARY COVERAGE
MC NON-VERIFIED / MC NON-VERIFIED
HMO

RECENT CLAIMS
\$0.00
2/2/2026
\$19.99
12/15/2025

Member Profile
Snapshot
Demographics
Coverages & Benefits
Provider Search

Authorizations
Prior Authorization Requirements
New Authorization
Authorizations by Member

Claims
Claim by Member
CMS Claim Entry
UB Claim Entry

Covered
Subscriber: Self
Line of Business: HMO
Effective From: 11/19/2025
Member: Baby Box
Member ID: 960000271-00
Coverage PCP/Location: None
View All Coverages

Care Team and Communications
No PCP set
No other patient care team members

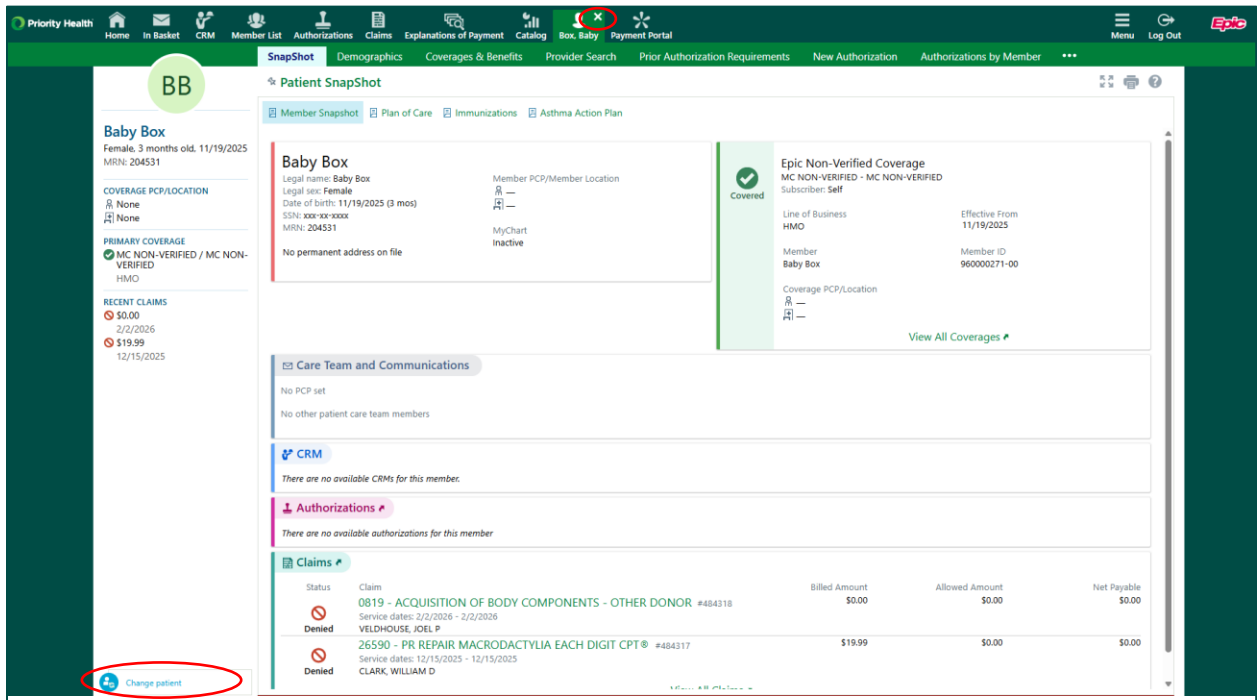
CRM
There are no available CRMs for this member.

Authorizations
There are no available authorizations for this member

Claims

Closing out of the member chart

To close out of the member's chart you're on to choose another member, you can either click **Change patient** in the bottom left or click the x in the upper right corner of the light green box with the member's name in the top navigation bar.



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View All Coverages

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Authorizations
There are no available authorizations for this member

Claims

Status	Claim	Billed Amount	Allowed Amount	Net Payable
Denied	0819 - ACQUISITION OF BODY COMPONENTS - OTHER DONOR #484318 Service dates: 2/2/2026 - 2/2/2026 VELDHOUSE, JOEL P	\$0.00	\$0.00	\$0.00
Denied	26590 - PR REPAIR MACRODACTYLIA EACH DIGIT CPT #484317 Service dates: 12/15/2025 - 12/15/2025 CLARK, WILLIAM D	\$19.99	\$0.00	\$0.00

Change patient