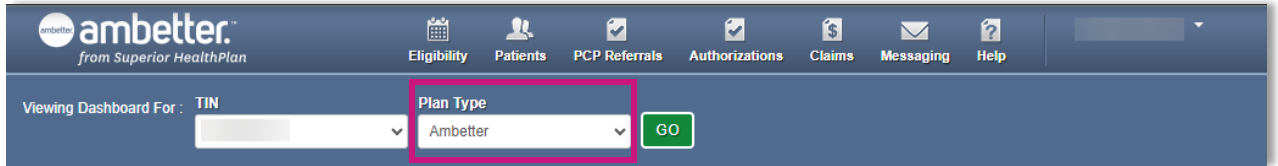# Quick Reference Guide:
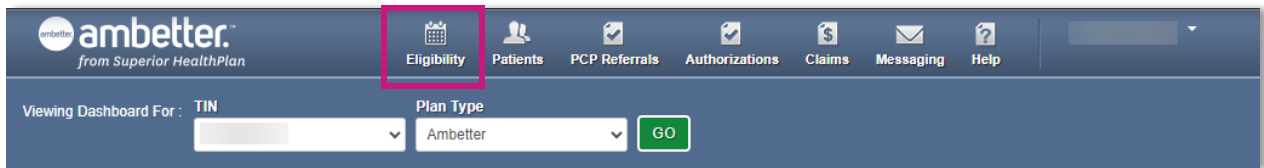# How to Verify Eligibility
Secure Provider Portal

To verify if a patient is eligible for Ambetter from Superior HealthPlan, please follow the steps below:

1. Go to Provider.SuperiorHealthPlan.com and log into the Secure Provider Portal.
   - If you have not registered for the portal or need help getting access, please click on **Create New Account**.
2. Once you have logged into the portal, select "Ambetter" as your **Plan Type**.

3. Click on the **Eligibility** icon on the top toolbar.

4. Under **Eligibly Check**, select the **Date of Service**, then input the member's **Member ID** or **Last Name** and their **Date of Birth** and click **Check Eligibility**.

5. Confirm the patient is **Eligible** and confirm their Ambetter plan under **Network**.
   - **Eligible** options can be a green thumbs up (member is eligible), an orange thumbs down (member is not eligible) or a yellow warning sign (member is delinquent on payments).
   - **Network** plan options can be "Value" (Ambetter Value), "Virtual" (Ambetter Virtual) or "Ambetter CORE" (Ambetter Silver and Gold [Previously Essential, Balanced and Secure]).

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	STATE	NETWORK	REFERRAL REQUIRED	RECENT ADT	CARE GAPS	LOG ER VISIT	
👍	01/24/2024	>View details	01/24/2024	TX	AMBETTER CORE ⓘ	NO	NO	Non-compliant for annual well visit.	ER Visit?	✖ Remove

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	STATE	NETWORK	REFERRAL REQUIRED	RECENT ADT	CARE GAPS	LOG ER VISIT	
👍	01/24/2024	>View details	01/24/2024	TX	VALUE ⓘ	YES	NO	Risk Category Alerts: Diabetes	ER Visit?	✖ Remove

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	STATE	NETWORK	REFERRAL REQUIRED	RECENT ADT	CARE GAPS	LOG ER VISIT	
👍	01/24/2024	>View details	01/24/2024	TX	VIRTUAL ⓘ	YES	NO	New member needs	ER Visit?	✖ Remove

6. Plan information can also be found in the member's profile under the **Overview** tab, under **Eligibility History**.
   - In the profile, providers will need to pay attention to the following to determine the current plan for the member:
     - The **Product Description**, which can be "Value" (Ambetter Value), "Virtual" (Ambetter Virtual) and Gold or Silver (Ambetter Core).
     - The most recent **Start Date** indicates when the member began participating in the plan.

Overview	**Overview**
Cost Sharing	
Benefits Usage	👍 This patient is eligible as of today, Jan 24, 2024 The premium paid through date is Jan 31, 2024. and the claims paid through date is Jan 31, 2024.
Assessments	
Health Record	

Eligibility History

Start Date	End Date	Product Name	Product Description
Jan 1, 2024	Jan 31, 2024	Balance C32 94%	Focused Silver

Eligibility History

Start Date	End Date	Product Name	Product Description
Jan 1, 2024	Dec 31, 2024	Balance C11 94%	Complete VALUE Silver

Eligibility History

Start Date	End Date	Product Name	Product Description
Jan 1, 2024	Dec 31, 2024	Secure C930 Std	Ambetter Virtual Access Gold (Virtual PCP selection required)