Quick Reference Guide: How to Verify Eligibility

ambetter.

Secure Provider Portal

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

- 1. Go to <u>Provider.SuperiorHealthPlan.com</u> 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**.

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

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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.

Eligib	ility Ch	eck							
	Date of Sen 03/11/2024 (mm/dd/yyyy	۰۰۰ ۲۰۰۰ ۲۰۰۰ ۲۰۰۰ ۲۰۰۰ ۲۰۰۰ ۲۰۰۰ ۲۰۰۰	ember ID or Last Name 3456789 or Smith		Of Birth Che	eck Eligibility	🖨 Print	t	
ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	STATE	NETWORK	REFERRAL REQUIRED	RECENT ADT	CARE GAPS	LOG ER VISIT

- 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	RECENT ADT	CARE GAPS	LOG ER VISIT	
6	01/24/2024) View details	01/24/2024	тх	AMBETTER CORE	NO	NO	Non- compliant for annual well visit.	ER Visit?	Remove
ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	STATE	NETWORK	REFERR		T CARE GAPS	LOG ER VISIT	
d a	01/24/2024	>View details	01/24/2024	ТΧ	VALUE	() YES	NO	Risk Category Alerts: Diabetes	ER Visit?	* Remove
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ELIGIBLE	SERVICE	PATIENT NAME	CHECKED	STATE	NETWORK	REQUIRED	ADT	GAPS	VISIT	
16	01/24/2024		01/24/2024	ΤХ	<u>virtual</u> ©	YES	NO	New member	ER Visit?	X Remove
		>View details						needs		

- 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).
 - $_{\odot}$ 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				
Assessments	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.				
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	End Date	Product	Product
Date		Name	Description
Jan 1,	Dec 31,	Balance C11	Complete VALUE
2024	2024	94%	Silver

Eligibility History

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