NewMMIS Job Aid: Submit Eligibility Inquiry

This job aid describes how to:

- Submit a member eligibility transaction inquiry using the Provider Online Service Center.

Access Inquire Eligibility Request

From the Provider Online Service Center home page:

1. Click **Manage Members**.
2. Click **Eligibility**.
3. Click **Inquire Eligibility Request**. The **Search for Transactions** panel is displayed.

Search Eligibility Transactions

On the **Search for Transactions** panel:

If the tracking number of the original eligibility transaction is known, enter it in the Tracking Number field and click **Search** to retrieve the transaction. If you do not know the tracking number,

4. Select the **Provider** from the drop-down list.
5. Enter the **Member ID**.
6. In the **From Date** and **To Date** fields, enter the date range for the search.
7. Click **Search**. The **Search Results** panel is displayed.

Access Search Results

On the **Search Results** panel:

8. Click the Service Date Range for the desired transaction.

View Transaction Information

On the **Member Information** tab:

9. Review the demographic information.
10. Once you have reviewed the demographic information, click the **Eligibility** tab.

View Eligibility Details

On the **Dates of Eligibility** panel:

11. Click the date range to view the member's eligibility details.