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.

NewMMIS Job Aid: Submit Eligibility Inquiry

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v2.2

Provider Online Service Center - Submit a Referral

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