Reminders for Checking Eligibility on the Provider Web Portal

The following reminders will assist providers when checking recipient eligibility on the Provider Web Portal.

- When checking eligibility, enter the recipient information and click “Submit.” After clicking the “Submit” button, the eligibility displays in the Eligibility Verification Information section in the lower part of the Eligibility Verification Request screen. You can then click on the coverage and other insurance links in the Eligibility Verification Information section to view additional information.

- If you need to check eligibility for a second recipient, navigate back to the Eligibility Verification Request screen if you clicked on the coverage or other insurance links. Click the “Reset” button to clear the previously submitted recipient information. Then, complete the recipient information fields and click the “Submit” button to display the eligibility information for the new recipient.