

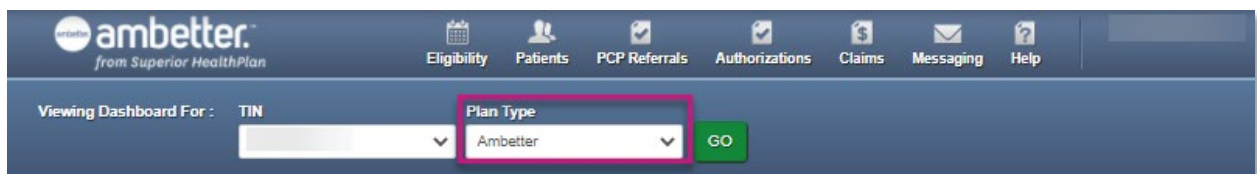
Eligibility Verification Guide

Secure Provider Portal

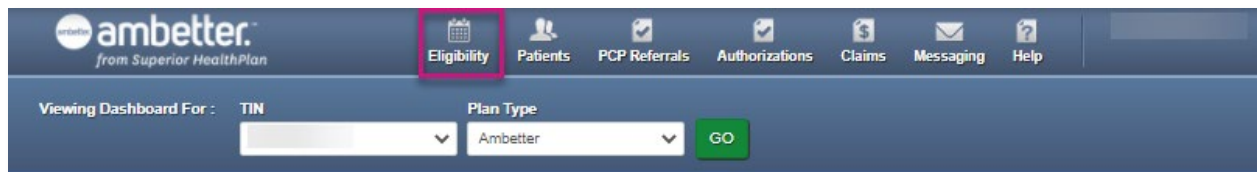


To verify if a patient is eligible for Ambetter from Superior HealthPlan, please follow the steps below:

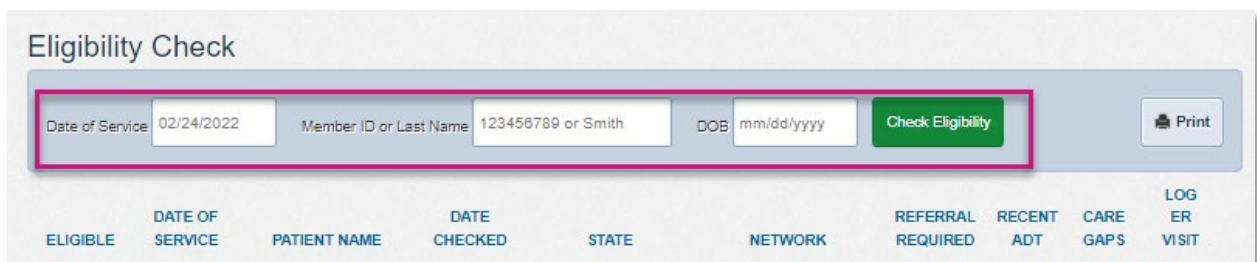
1. Go to Provider.SuperiorHealthPlan.com and log in to Ambetter's Secure Provider Portal.
 - If you have not registered for the portal or need help getting access, please click on **Create New Account**.
2. Once you have logged into the portal, under the **Plan Type** drop-down, select "Ambetter".



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



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



- Confirm the patient is **Eligible** and confirm their Ambetter plan under **Network**.
 - Eligible** options are indicated by a green thumbs up (patient is eligible), an orange thumbs down (patient is not eligible) or a yellow warning sign (patient is delinquent on payments).
 - Network** plan options are listed as “Value” (Ambetter Value), “Virtual” (Ambetter Virtual) or “Ambetter CORE” (Ambetter Essential, Balanced and Secure).

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	STATE	NETWORK	REFERRAL REQUIRED	RECENT ADT	CARE GAPS	LOG ER VISIT
	02/23/2022		02/23/2022	TX	VALUE	YES	NO	Non-compliant for annual	ER Visit? <input type="button" value="Remove"/>

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	STATE	NETWORK	REFERRAL REQUIRED	RECENT ADT	CARE GAPS	LOG ER VISIT
	02/25/2022		02/25/2022	TX	VIRTUAL	YES	NO		ER Visit? <input type="button" value="Remove"/>

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	STATE	NETWORK	REFERRAL REQUIRED	RECENT ADT	CARE GAPS	LOG ER VISIT
	02/25/2022		02/25/2022	TX	AMBETTER CORE	NO	NO	Risk Category Alerts: Diabetes	ER Visit? <input type="button" value="Remove"/>

- Plan information can also be found in the patient’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 patient:
 - The ending of the **Product Name** and **Product Description**, which can be “Value” (Ambetter Value), “Virtual” (Ambetter Virtual) and “Balance” (Ambetter Essential, Balanced and Secure).
 - The most recent **Start Date** indicates when the member began participating in the plan.

Overview

Cost Sharing

Benefits Usage

This patient is eligible as of today, Feb 24, 2022. The premium paid through date is Feb 28, 2022. and the claims paid through date is Apr 30, 2022.

Start Date	End Date	Product Name	Product Description
Jan 1, 2022	Dec 31, 2022	TX Essen C937 Exp Virtual Access	TX Essen C937 Exp Virtual Access

Start Date	End Date	Product Name	Product Description
Jan 1, 2022	Dec 31, 2022	TX Balance C5 Std	TX Balance C5 Std
Sep 1, 2021	Dec 31, 2021	TX Balance C5 Std	TX Balance C5 Std

Start Date	End Date	Product Name	Product Description
Jan 1, 2022	Dec 31, 2022	TX Balance C32 Std Value	TX Balance C32 Std Value
Nov 1, 2021	Dec 31, 2021	TX Balance C11 94% VAD	TX Balance C11 94% VAD