

Verifying member eligibility

It's important to always use our [online claims system](#) to determine a member's plan, vision coverage and benefits at the time of service as eligibility and benefits vary from member to member. Below you'll find step-by-step instructions on searching for members within the online claims system and verifying their benefits and eligibility.

Step 1

Login to the [online claims system](#).

If you forget your password, click the Forgot Password link.

The screenshot shows the login page for the Online Claims Processing System. On the left, there is a browser upgrade notice. The main content area has a heading 'Welcome to the Online Claims Processing System' and instructions to log in with a User ID and password. A 'Forgot Password?' link is highlighted with a red box. Below the login fields is a 'Log In' button and a link to the Terms & Conditions and Privacy Policy.

Searching for members

The page will automatically open to the Member Search page. If it does not, you can always access it from the left-hand side navigation.

The screenshot shows the left-hand side navigation menu. The 'Members' section is expanded, and 'Member Search' is highlighted with a red box. Other options include Aetna Subscribers, Assignment Groups, Discount Plans, Groups, Military Group Order, Discount Group Order, Claims, Lab Order, Billing, Disbursement History, Audits, Manage My Profile, Order Lenses, Contact EyeMed, Utilization Management, and Healthfirst UM. Below this is the 'Provider Resources' section with links to Forms, Provider Website, Annual training and attestation, Provider Manual, and Healthy Blue NC Survey.

STEP 1

Enter the member's first name, last name, date of birth and the date you're providing service. Click search once all fields have been entered.

The screenshot shows the Member Search page. At the top, there is a warning about expired credentials. Below that, instructions are provided for searching by name, member ID, SSN, or ZIP code. The 'Name Search' tab is selected. There are four input fields: Member's Last Name, Member's First Name, Date of Birth, and Date of Service, each with an asterisk indicating it is a required field. A 'Search' button is highlighted with a red box. On the right side, there are three links: 'Searching for an Aetna member?', 'Searching for a Discount Group?', and 'Searching for a Military Group?'.

STEP 2

Identify the correct member record from the search results and select the name of the member you are providing services to.

Your search results are displayed below. You can sort your results by clicking on any underlined column heading. To view the member's details and begin the authorization process, select the member's name.

Show entries Filter:

<u>Member Name</u>	<u>Plan Name</u>	<u>Member ID</u>	<u>SS#</u>	<u>DOB</u>
Last Name, First Name	Plan name	00000000000	***-**-0000	00/00/0000
Last Name, First Name	Plan name	00000000000		00/00/0000
Last Name, First Name	Plan name	00000000000	***-**-0000	00/00/0000
Last Name, First Name	Plan name	00000000000		00/00/0000
Last Name, First Name	Plan name	00000000000		00/00/0000
Last Name, First Name	Plan name	00000000000	***-**-0000	00/00/0000
Last Name, First Name	Plan name	00000000000	***-**-0000	00/00/0000
Last Name, First Name	Plan name	00000000000	***-**-0000	00/00/0000
Last Name, First Name	Plan name	00000000000	***-**-0000	00/00/0000
Last Name, First Name	Plan name	00000000000	***-**-0000	00/00/0000
Last Name, First Name	Plan name	00000000000	***-**-0000	00/00/0000

Showing 1 to 10 of 54 members First Previous 1 2 3 4 5 Next Last

Note
You may see multiple members listed. This may show if there are multiple family members covered by the same vision benefit.

Viewing Eligibility and Plan Information

STEP 1

Choose the provider who is providing services.

Select a provider and location below to determine service eligibility and submit a claim.

Provider *

* Required Fields

STEP 2

After selecting the provider, select the location at which the services are being performed.

Provider

Location

Date of Service:

Step 3

After selecting the provider and location, you'll then be able to view the services and materials the member is eligible for under the Service Eligibility section of the screen.

Provider: **Provider, Test (NPI-12345678, Tax ID-****1234) (Change)**
 Location: **1234 Fake St., Cincinnati, OH, 45010** ▼
 Date of Service: **06/18/2024**

	Service	Member is Eligible?	Member Eligible As Of*	Service Frequency
<input checked="" type="checkbox"/>	Exam	Yes	06/01/2024	Once every 12 months from the date of service
<input checked="" type="checkbox"/>	Lenses	Yes	06/01/2024	Once every 12 months from the date of service
<input checked="" type="checkbox"/>	Frame	Yes	06/01/2024	Once every 24 months from the date of service
<input type="checkbox"/>	Contact Lenses	Yes	06/01/2024	Once every 12 months from the date of service
<input type="checkbox"/>	Contact Lens Fit and Follow-up	Yes	06/01/2024	Unlimited

Step 4

Scroll down to the Member Benefits section to view details about the member’s benefits like copays and allowances. Select Show Member Benefits.

Member Benefits

Select the link below to view benefit details for this member. (Your browser must be java script-enabled to use this function.)

Note: *you will not receive an authorization for this member.* To complete the claim later, select Claims from the navigation window.

Once you’ve verified the member is in-network and eligible to use their benefits, you can begin providing services.