Provider Alert #7

Member Eligibility Verification Via ePortal

April 25, 2017

HealthChoices Contracts:
- Adams
- Allegheny
- Berks
- Blair
- Carbon/Monroe/Pike
- Chester
- Erie
- Lycoming/Clinton
- North Central
- Northeast
- York

Scope: This alert applies to all HealthChoices providers

Purpose: To inform providers about a new tool available to them for verifying member eligibility.

Starting on May 1, 2017 HealthChoices providers will be able to securely verify member eligibility using the Member Eligibility lookup tool within the ePortal. Please note that member eligibility reflected in the ePortal does not guarantee payment. Regardless of any authorization received, if the member being provided services is not eligible for Medical Assistance/HealthChoices on the date services are rendered, Community Care will not be able to pay the provider.

The most current and accurate eligibility information is available through the EVS system. Due to the HealthChoices Behavioral Health Expedited Enrollment initiative, it is critical that all providers check EVS on any day in which services are being rendered.

If your agency needs more information about the ePortal, please contact your Provider Relations Representative at 888.251.2224. We will be able to assist you with establishing the appropriate permissions for using the Member Eligibility lookup tool in the ePortal.