

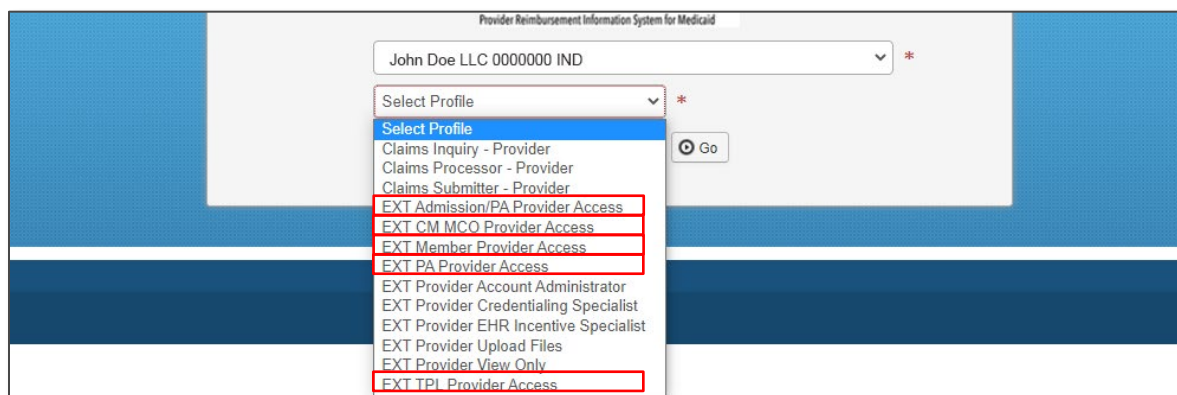
## Update Scheduled for the Eligibility Lookup Tool

Currently, the Eligibility Lookup Tool does not display correct PRISM benefit plan assignments.

Beginning April 10, 2023, the Eligibility Lookup Tool will display the correct PRISM benefit plans for members.

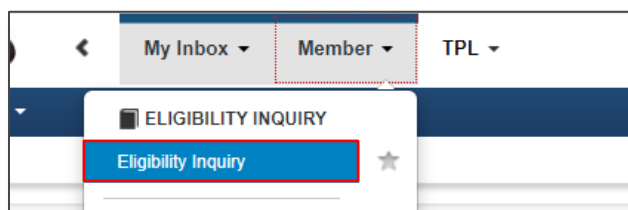
In the meantime, providers can use the Eligibility Inquiry functionality in PRISM to search for member benefit plans.

## Log Into PRISM



Select one of the following profiles: EXT Admission/PA Provider Access, EXT CM MCO Provider Access, EXT Member Provider Access, EXT PA Provider Access, or EXT TPL Provider Access. Contact your Provider Domain Administrator if you do not have one of these profiles.

## Member Menu



From the Member Menu:

- Select **Eligibility Inquiry**

## Member Eligibility Inquiry

TO SUBMIT AN ELIGIBILITY INQUIRY ON A SPECIFIC MEMBER, COMPLETE ONE OF THE FOLLOWING CRITERIA SETS AND CLICK 'SUBMIT'.

- MEMBER ID OR
- LAST NAME, FIRST NAME AND DATE OF BIRTH OR
- LAST NAME, FIRST NAME AND SSN OR
- SSN AND DATE OF BIRTH
- ADDITIONAL SEARCH OPTIONS (Use if needed with one of the Search Options above to obtain a unique member match) :
- GENDER
- ZIP CODE
- CASE NUMBER

**MEMBER ELIGIBILITY INQUIRY**

SEARCH BY SERVICE TYPE(S):

SERVICING PROVIDER NPI/PROVIDER ID: 0000000 \*

FILTER BY: ---SELECT---

LAST NAME:

DATE OF BIRTH: MM/DD/YYYY

Gender: ---SELECT---

Case Number:

INQUIRY START DATE: 04/04/2023 \*

SSN:

FIRST NAME:

Zip Code:

INQUIRY END DATE: 04/04/2023 \*

Read the search instructions at the top of the Member Eligibility Inquiry page.

Select the Search by Service Type checkbox to see specific services for the member.

Use the Inquiry Start Date and the Inquiry End Date range to see specific member eligibility dates.