

Provider Eligibility Lookup Tool Quick Start Card



To navigate to the Eligibility Lookup Tool go to **medicaid.utah.gov** and click *Health Care Providers*.



In the Health Care Providers section of the website, click *Eligibility Lookup Tool* in the Provider Quick Links area of the web page.



To proceed to the Eligibility Lookup Tool, login using your *Utah-ID and password*, or create an account if you had not previously created a Utah-ID and password.



Enter your Utah-ID and password or Click Create Account. When you are creating an account, the system will walk you through the activation process.

When the new Medicaid cards come out in July 2014, they will look like this with the member's name, Medicaid ID number, and date of birth.

UTAH DEPARTMENT OF HEALTH MEDICAID NAME: ID: DOB: VERIFY THE MEDICAID MEMBER'S IDENTITY WITH PHOTO ID. USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEDICAID MEMBER IS FRAUDULENT.	 Medicaid Members: Show this card with photo ID before getting medical care For information about your Medicaid benefits or claims, call toll-free 1-844-238-3091 To verify your Medicaid eligibility, visit <u>mybenefits.utah.gov</u> For changes affecting your eligibility, visit <u>iobs.utah.gov/mycase</u> or call 1-866-435-7414 If you have other insurance, report changes to ORS at 801-536-8798
	 Medicaid Providers: Most members are enrolled in a health plan To verify eligibility, health plan enrollment, coverage dates, and covered benefits, call AccessNow at 1-800-662-9651 or visit medicaid.utah.gov/eligibility



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Provider Lookup Tool



In addition to your Provider ID, (NPI or API) the information off of the Medicaid card is all you need to use the Eligibility Lookup Tool!

Enter:

- Provider ID
- One value in the Unique Identifiers column and two values from the Demographics column or
- All three values from the Demographics column and
- Date of Service
- Click Submit

Results Page

 Results include:
 Coverage Information

 • Member Information
 Benefit Type:

 • Coverage Information
 Eligibility Date Span

 • Benefit type
 Program Type

 • Program Type
 Coverage

 • Program Type
 Eligible Service

 • Health Plans
 Eligible Service

 • Other Insurance
 Pharmacy Billing

Provider ID *			
(NPI/Atypical Provider ID)			
Un	nique Identifiers		Demographics
Member ID		First Name	
SSN		Last Name	
		Date of Birth	(mm/dd/yyyy)
Date of Service *04	/08/2014	Eligibility inquiries are li	mited to 36 months from the current date
f you need additional assistance, please contact Customer Service at (800)662-9651 OR (801)538-6155			

First Name:	Wilma	DOB:	08/11/1973		
Middle Initial:	··· ····	Age:	40		
Last Name:	Flintstone	Member ID:	1010101010		
Gender:	F	Case Number:	42424242		
Coverage Informa	ition				
		Eligibility I	Date Span: 01/01/2014 -	01/31/2014	
Benefit Type:	Non-Traditio	nal			
Eligibility Program Type:	Family Medi	caid - Adult	Health Plan	MOLINA-UT	Phone: 888-483-0760
Co-Pay Information:	Co-pay requi Outpatient h Pharmacy &	red for non-emergency ospital and Physician se Inpatient Hospital	use of ER, Dental Plan: rvices,		Phone:
Eligible Services: This member is slipble for medical a pharmacy services.		ind Mental Heal	th: WASATCH MENTAL HEALTH	Phone: 866-366-7987	
			Substance U Disorder:	Jse UTAH COUNTY DRUG & ALCOHOL SVCS	Phone: 801-851-7128
Restrictions		None			
Other Insurance		None			
Pharmacy Billing	Info	None			

Resources

Current resources that you have used such as, EDI Transaction ANSI X12 270/271, *AccessNow* and Medicaid Customer Service inquiries, are still available to access eligibility information. Listed below are these eligibility resources and location on the Utah Medicaid website.

Resource Name	Resource Location in Medicaid.utah.gov
Provider Eligibility Lookup Tool	https://medicaid.utah.gov/eligibility
Instructions on how to use ANSI	https://medicaid.utah.gov/medicaid-online
X12 270/271 and AccessNow	
AccessNow Phone Number	801-538-6155 or 1-800-662-9651
Medicaid Customer Service	https://medicaid.utah.gov/contact