

# Member Eligibility



## Member Eligibility – Helpful Tips

The following is a list of helpful tips to keep in mind when determining a member's eligibility:

- AmeriHealth Caritas VIP Care Plus covers both traditional Medicare and Michigan Medicaid Services.
- MI Health Link members can change plans each month.
- Verify eligibility before each visit.
  - Ensure member is seeing the appropriate provider.
  - Ensure that plan requirements are met. (Prior Authorizations)
  - Reduce claim issues because you are sending claim to the right plan.
- Make sure the the correct primary care physician (PCP) is listed on the member's identification card.
- Call Provider Services at 1-888-667-0318 with any questions.

Providers can verify members' eligibility by using the following provider resources:

- Calling Provider Services at 1-888-667-0318.
- NaviNet.
- Using the Member Identification Card. **However, a member's ID card is not a guarantee of eligibility.**

## Member Eligibility – How Can Members Enroll?

Individuals who want to enroll in one of the MI Health Link plans should contact Michigan ENROLLS at:

- 1-800-975-7630 to speak with an enrollment counselor Monday through Friday from 8 a.m. - 7 p.m.
- TTY users should call 1-888-263-5897.

If individuals who want to enroll have questions they can:

- Call the plan they are interested in directly.
- Call Michigan ENROLLS at 1-800-975-7630 to speak with an enrollment counselor Monday through Friday from 8 a.m. - 7 p.m.

**MI Health Link Plans have no ability to enroll or dis-enroll individuals.**

# Member Eligibility – Using NaviNet to Verify Eligibility (log on directly or from the AmeriHealth Caritas VIP Care Plus Provider Page)

The screenshot shows the website header with the AmeriHealth Caritas VIP Care Plus logo and the MI HEALTH LINK logo. The navigation menu includes Enrollment, Members, Providers, About Us, and Contact Us. Below the navigation is a search bar and a breadcrumb trail: Home > Providers > Self-Service Tools. A large image of a doctor talking to an elderly woman is displayed. The main content area is divided into two columns: Providers and Self-Service Tools. The Providers column lists links for Provider Self-Service Tools, Provider Resources, Provider Communications, and Training and Education. The Self-Service Tools column lists links for ADA Attestation, Searchable Provider Directory, Printable Provider Directory (PDF), Searchable Formulary, and Live Provider Portal Reference Guide (PDF). Below the Self-Service Tools is the NaviNet section, which contains links for Log in and Sign up. A red arrow points to the Log in link, which is enclosed in a box and labeled "NaviNet portal".

Home > Providers > Self-Service Tools

Providers

Self-Service Tools

- [ADA Attestation](#)
- [Searchable Provider Directory](#)
- [Printable Provider Directory \(PDF\)](#)
- [Searchable Formulary](#)
- [Live Provider Portal Reference Guide \(PDF\)](#)

NaviNet

- [Log in](#)
- [Sign up](#)

**"NaviNet" portal**

# Member Eligibility – Using NaviNet to Verify Eligibility (NaviNet Home Page)

Workflows ▾

My Health Plans >



Select  
**AmeriHealth  
Caritas VIP Care  
Plus**

## My Links

'My Links' allows you to add bookmarks for any websites that you frequently visit.

[+ Add your first Link](#)



### Where is the list of Health Plans?

Find it in the top left corner.



### Learn all about the exciting changes in NaviNet.

[Watch Video Now >>](#) [Learn More Now >>](#)



### Looking for NaviNet Help?

You'll find it in the left-hand corner.

## NaviNet Transforms Payer-Provider Communications



NaviNet delivers real-time bidirectional administrative and clinical information to the point of care to improve the delivery of care. Office staff, clinicians, and providers access and manage key patient data through a user-friendly dashboard and industry-leading, self-service workflows. The power of information promotes efficiency and enables providers to better run their business.

## Top Support FAQs

### All Top Support FAQs

- How do I add new users to my office?
- How do I enable or disable permissions for users in my office?
- How do I find the name of my NaviNet Security Officer?
- How do I change my password?
- What are the NaviNet password requirements and guidelines?
- What do I do if I can't

## Support Videos

### All Support Videos



# Member Eligibility – Using NaviNet to Verify Eligibility (NaviNet Health Plan Page)

Workflows ▾

AmeriHealth Caritas VIP Plans

## Workflows for this Plan

- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Claim Submission
- Report Inquiry
- Provider Directory
- Referral Submission
- Referral Inquiry
- Pre-Authorization Management Forms



**Eligibility and  
Benefits Inquiry  
Portal**



## Welcome to NaviNet

This easy-to-use portal will provide you with the latest plan updates and other pertinent information that will enable you to provide the best care possible to our members. You can search our provider directories, view prior authorization criteria, download forms, and more.

# Member Eligibility – Using NaviNet to Verify Eligibility (NaviNet Health Plan Member Eligibility and Benefits Inquiry Page)

## Eligibility and Benefits: Patient Search

Medicaid is the payer of last resort. To be considered for payment, any claim submission must include a valid EOB or evidence of non-coverage from any and all other insurance plans under which the member is currently insured.

You may enter the member ID #, contract #, social security #, Medicaid ID #, Medicare ID # or HICN # in the Member ID field. 

### Search by Member ID

Member ID



OR

### Search by Name

Last Name

First Name



Date of Birth



Date Of Service

10/17/2016



Search



# Member Eligibility – Using NaviNet to Verify Eligibility (NaviNet Health Plan Page)

Workflows ▾

AmeriHealth Caritas VIP Plans

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- Claim Status Inquiry
- Claim Submission
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- Provider Directory
- Referral Submission
- Referral Inquiry
- Pre-Authorization Management Forms



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**Select Report Inquiry**

# Panel Roster Reports

Workflows ▾

[AmeriHealth Caritas VIP Plans](#) | [Administrative Reports Inquiry](#) | [Report Selection](#)



## AmeriHealth Caritas VIP Plans Administrative Report Inquiry

Select Report:

Please note, to request a PDF report file you must have the [Adobe Reader](#) application on your computer. To request CSV or Excel report file you must have the MS Excel application on your computer. The report will open in Excel format. If you do not have MS Excel on your computer, you will have the option to simply save the report to your computer.

Select Panel Roster Report

Select Exit

# Panel Roster



AmeriHealth Caritas VIP Care Plus  
 P.O. Box 853914  
 Richardson, TX 75085-3914  
 Provider Services 888-667-0318  
 Pharmacy RX 855-327-0510

AmeriHealth VIP Care PLUS Member Roster for 04/2015

MIM1

**WHITE STOCK**

AmeriHealth VIP Care PLUS is a Medicare-Medicaid Plan (MMP)

**Group Information\***

Ready or Not Primary Care  
 123 Hara St.  
 WaCome, MI 98756  
 999-867-5309

**Primary Care Physician\***

Ready Set, MD  
 123 Go Street  
 May, MI 05012-0140

**Payer ID Number:**

77013

Primary Care Physician

Member Name	DOB	Effective Date	AmeriHealth Caritas VIP Care Plus ID	Medicare Plan Type	Address	Phone	Gender	Age	Language	TPL	New Member
Bentley M Alex	01/01/95	02/01/15	954005355	MMP-MCA	421 EAST MAIN ST. Clare, MI 48617	998-999-9999	M	20	Unknown	N	
Montgomery E Alex	01/01/48	02/01/15	954005347	MMP-MCA	1000 Sandy Beach Rd, 2nd street Clare, MI 48617	123-456-9998	M	67	Unknown	N	
Nathan H Alex	01/01/90	02/01/15	954005508	MMP-MCA	1000 Sandy Beach Rd Allenton, MI 48002		M	25	Unknown	N	
Jonathan G Anna	01/01/50	02/01/15	954005507	MMP-MCA	6287 Renwood Dr Russell Island, MI 48001		M	65	Unknown	N	
Moultreie D Arnett	01/01/49	02/01/15	954005387	MMP-MCA	275 LAURELWOOD DR, Il nagar Clare, MI 48617	999-999-9999	F	66	Unknown	N	
Patricia D Arnett	01/01/49	02/01/15	954005519	MMP-MCA	275 LAURELWOOD DR Fargo, MI 48006		F	66	Unknown	N	
David D Cappie	01/01/46	02/01/15	954005502	MMP-MCA	3816 Ashford Dr Algonac, MI 48001		M	69	Unknown	N	
Pondexter G Cappie	01/01/50	02/01/15	954005349	MMP-MCA	3816 Ashford Dr, vvb nagar Clare, MI 48617	777-777-7777	M	65	Unknown	N	
Eric P Charde	01/01/45	02/01/15	954005597	MMP-MCA	120 E 87th Street New Haven, MI 48050		M	70	Unknown	N	
Zachary T Cody	01/01/48	02/01/15	954005517	MMP-MCA	911 GROOMSTOWN RD Armada Township, MI 48005		M	67	Unknown	N	
Green S Draymond	01/01/49	02/01/15	954005361	MMP-MCA	9636 Cove Meadow Dr Clare, MI 48617	999-999-9999	F	66	Unknown	N	
Mcdermott T Elliot	01/01/49	02/01/15	954005374	MMP-MCA	100 East 35th Street Clare, MI 48617	999-999-9999	U	66	Unknown	N	

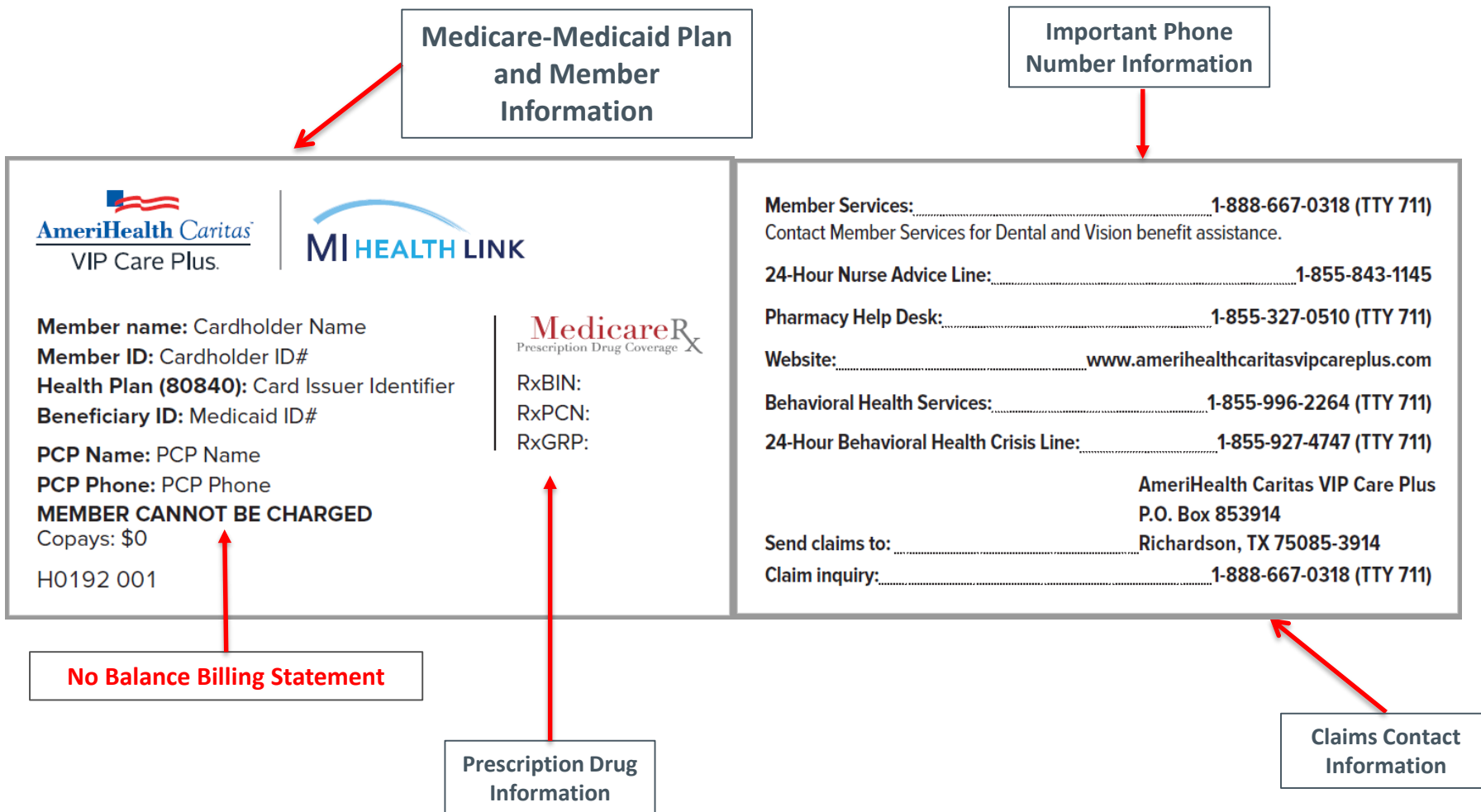
Member Name

Effective Date

AmeriHealth Caritas VIP Care Plus Member ID Number

Group Information

# Member Eligibility – Member ID Card





**AmeriHealth** *Caritas*<sup>™</sup>

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VIP Care Plus