

Eligibility Verification

Our online eligibility verification tool can be used by providers to verify enrollment in one of Colorado Access' health plans, verify Primary Care Provider (PCP) assignment, and PCPs can use this tool to update a member's PCP.

Eligibility Verification requires a provider logon ID. If you do not have a provider logon ID, you can request one by downloading the form located on our Web site at http://www.coaccess.com/sites/default/files/logon_id_request.pdf

The following provides a brief overview for using this tool. If you need additional assistance, please contact your Provider and Community Relations Liaison at pns@coaccess.com, or call Customer Service. Customer Service numbers can be located on our Web site at <http://www.coaccess.com/contact-us>

1. Go to the For Our Providers Page

From the Colorado Access homepage (www.coaccess.com), click on *For Our Providers*. This will bring you to the provider page (<http://www.coaccess.com/our-providers>).



The screenshot shows a Windows Internet Explorer browser window displaying the Colorado Access website. The address bar shows <http://www.coaccess.com/>. The website features a navigation menu on the left with the following items: Home, About Us, Join Us, For Our Members, For Our Providers (highlighted), For Our Employers, and Employment. Below the navigation menu, there is a large banner image of a diverse family with the text "Caring for you and your health." and a button that says "Find out what makes us different >". Below the banner, the "Healthcare Providers" section is visible, starting with the text: "Since 1994, we have worked with Colorado's safety net providers and a diverse network of contracted providers to offer a superior health plan to the Coloradans who need it the most." On the right side of the page, there are three sections: "For Our Members" with a "Click here" link, "Want to Join?" with a "Click here" link, and "Community & Caregivers" with a "Click here" link. The browser's address bar at the bottom shows <http://www.coaccess.com/our-providers>.

2. Login to Eligibility

From the provider page, locate the heading, **Colorado Access Provider Tool Kit**. Below this heading is a series of buttons. Click on the button labeled *Eligibility*. A **Colorado Access Network Login** screen will open in a new window.

The screenshot shows the 'For Our Providers' page on the Colorado Access website. The page title is 'For Our Providers | Colorado Access - Windows Internet Explorer'. The URL is 'http://www.coaccess.com/our-providers'. The page content includes a navigation menu on the left, a main content area with a heading 'For Our Providers' and a sub-heading 'Colorado Access Provider Tool Kit'. Below the heading, there are several buttons: 'Claim Status', 'Eligibility', 'CCAR', 'Authorization List', and 'Colorado Access File Share'. The 'Eligibility' button is highlighted with a blue box. The 'Colorado Access Provider Tool Kit' heading is highlighted with a red box. The page also features a 'Breaking News' section and a 'Health Plan Specific Information' section.

Enter your Colorado Access Username and Password and then click *Login*.

The screenshot shows the 'Colorado Access Network Login' screen. The page title is 'Colorado Access Network Login'. The page contains a login form with the following fields and buttons:

- Username:
- Password:
- Buttons: Login, Reset

The Colorado Access logo is visible at the top right of the page. The footer text reads: © Copyright 2004 Colorado Access. All rights reserved.

3. Search for a Member

After you login, you will be brought to the search screen. On this page is a list of available search criteria (Colorado Access ID, State ID, etc.). Click on the circle next to the search criteria you would like to use.

After you choose the search criteria, enter the text you would like to search for in the blank field. The correct format is indicated in an example below the blank field.

Click *Search*. You will notice that the circle below the search button will turn blue. This means that the tool is working.

Colorado Access
for You & Your Health™

Colorado Access Eligibility Verification

Please enter search criteria to find a member's eligibility.

- Colorado Access ID
- State ID
- Medicare HICN
- Social Security Number
- Member Name

Example: 123456789 or 123456789-00

Search Results

Please select one member by double-clicking on a row. To sort the results, click on a column header.

Last Name	First Name	Member's Birth Date	Address 1	State ID	Medicare HICN	SSI	Colorado Access ID
Sample	Member	Apr 6, 1949	8060 LUFF AVE	VER2047		****7348	00387669
Sample	Member	Jan 28, 2007	1300 20TH ST	Q269222		****0020	001120050
Sample	Member	Dec 9, 1978	8260 WDRCH-BYTER ST	0718470		****9868	001280660
Sample	Member	Jul 23, 2001	17300 COUNTY ROAD 39	Y571348		****2998	00183195
Sample	Member	Dec 4, 2000	8260 WDRCH-BYTER ST	0718470		****1164	001280661
Sample	Member	May 4, 1900	PO BOX 22	V009900		****0490	001180250
Sample	Member	Jun 30, 1997	749 S LEMAY AVE A3-22T	0478804		****8431	001180200
Sample	Member	Apr 19, 1992	2323 CURTIS ST	T008434		****0822	000439230
Sample	Member	Nov 8, 1998	8302 W MAPLEWOOD DR	V487903		****8285	001122037
Sample	Member	Apr 21, 1999	18200 E DIRAFO AV	K277926		****9090	000205411

19 members found, displaying 10 member(s), from 1 to 10. Page 1 / 2.

Sometimes, when searching by name, you may receive multiple results. Search through the list until you locate your member. Once you locate your member, double click on the line in which their information appears.

4. Verify Member Coverage

Once the tool finds the member you are searching for, you will be brought to the Member Eligibility page.

Member eligibility is located below the member's demographic information.

Active (current) coverage is below a **green** line.

Inactive (past) spans of coverage will be located below the **red** line.

Member Eligibility

As described in the provider manual, the provider is responsible for verifying eligibility before rendering services. Please review eligibility dates and print the member's information for your records.

Member Demographics

Colorado Access ID:	12/14/0789
Updated As Of:	Feb 12, 2010
State ID:	X121416
Medicare HIC:	
Social Security Number:	---0000
Subscriber Name:	SAMPLE MEMBER
Subscriber Birth Date:	07/20/2010
Subscriber Gender:	M
Subscriber Address:	12/14 SAMPLE LANE DENVER, CO 80000-0000
County:	DENVER

Member's Active Coverage

Access Behavioral Care

Group	Begin Date	End Date
ABCD	Oct 1, 2007	Dec 31, 9999

Copy Info: Use Copy - 00

PCP: DEFAULT PROVIDER Oct 1, 2007 Dec 31, 9999

Member's Inactive Coverage

Access Behavioral Care

Access Behavioral Care

Access Behavioral Care

Health Plan

Done

Verify the member demographic information to make sure the tool has found the correct member

Click this button to expand or collapse certain elements of the page



5. Change PCP (FOR PCPs ONLY)

If a member would like to choose your office as their Primary Care Provider (PCP), you may do it for them from the Eligibility Verification tool.

NOTE: This is only enabled for providers who are designated as PCPs by Colorado Access.

From the Member Eligibility page, click on the *Change PCP* button.

		Begin Date	End Date
Group:	CHP	Nov 1, 2009	Dec 31, 9999
Copay Info:	Office Copay - \$2	Nov 1, 2009	Dec 31, 9999
PCP:	PCP Office	Nov 1, 2009	Dec 31, 9999

Change PCP

Verify that your office/practice name is in the *Request Change to PCP Name* drop down box

Change PCP Page

Sample Member
Colorado Access ID: 123456789
State ID: X123456
Medicare HICN:
Social Security Number: ****0000
Provider Address: 123 SAMPLE LANE
City: DENVER
Subscriber Phone: 555-555-5555
Subscriber Gender: M
Subscriber Birth Date: 07/20/2007

Current PCP Name: SAMPLE PCP
Group: SAMPLE GROUP
Request Date: 02/24/2010

Request Change to PCP Name:
YOUR OFFICE NAME

Changes submitted on this screen will be available in 3 business days.

Subscriber Signature: _____

Attestation: I have reviewed this information as of the date and time listed below. I certify that, to the best of my knowledge, the information listed above is complete, and current. I further certify that this requested PCP change is being made in my presence by the Colorado Access subscriber named above. I acknowledge that this subscriber is currently responsible and understand that any misstatements in or omissions from this Verification form are cause for denial of the requested PCP Change.

Provider Signature: _____

Commit Change

Click the *Commit to Change* button in order to make the PCP change. After you click on *Commit to Change* the date and time of the request will appear below the Provider Signature line.

Provider Signature:
The PCP Change Request has been committed on Wed Feb 24 15:08:19 MST 2010

Commit Change

Then, a printer window will open.

Remember to print the PCP change after you click on Commit to Change.

Print

General | Options

Select Printer:
14M7255-5-PWS on http://print.coaccess.com
RightFax Fax Printer
Microsoft Office Document Image Writer
Microsoft XPS Document Writer

Status: Ready
Location:
Comment:

Page Range:
 All
 Selection
 Current Page
Pages: 1
Number of copies: 1
 Collate

Enter either a single page number or a single page range. For example, 5-12

Print Cancel

Once you click on Commit to Change a printer window will open. Remember to print the PCP change after you click on Commit to Change

The provider should sign the printed copy of the PCP change.

Have the member or member representative sign the printed copy of the PCP change