

# Secure Provider Portal

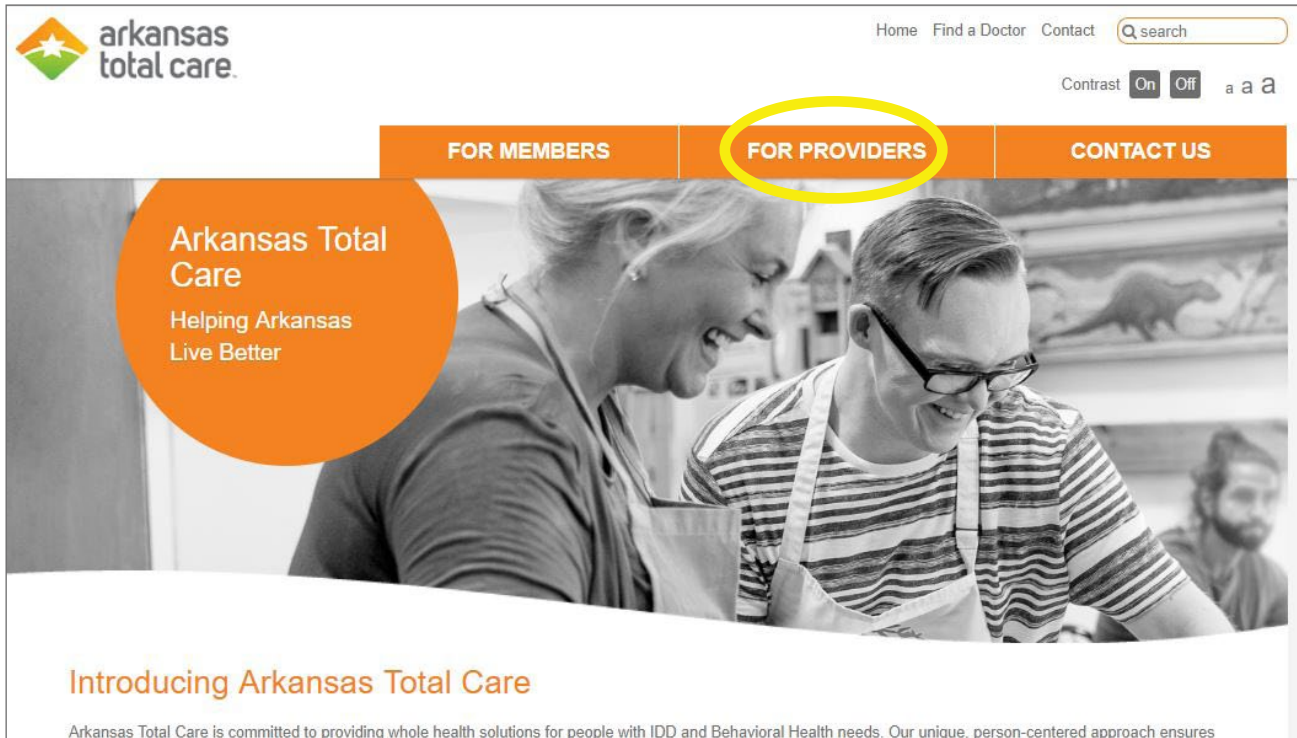
## HOW TO CHECK ELIGIBILITY

Follow the steps below to check member eligibility.

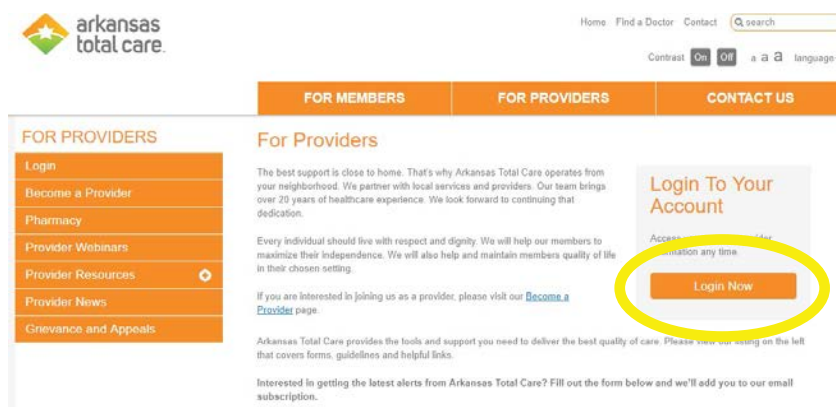


### 1 STEP 1: Visit the Arkansas Total Care Home Page

Click on 'For Providers' on the home page.



### 2 STEP 2: Click 'Login Now'



### 3 STEP 3: Sign into your Secure Provider Portal

Customer Service:  
1-866-282-6280 (TDD/TTY: 711)

ArkansasTotalCare.com

## Method 1:

The quickest way to check eligibility is through the “Quick Eligibility Check” tool available on the welcome page.

- Enter the member's Arkansas Total Care ID (starts with a 'U'), Medicaid ID, or Last name.
- Enter the member's Date of Birth. Format the date: "MM/DD/YYYY".
- Click “Check Eligibility”.

The screenshot shows the 'Quick Eligibility Check' tool. At the top, there is a 'Viewing Dashboard For:' dropdown menu with the value '123456789' and a 'GO' button. Below this is the 'Quick Eligibility Check' section, which contains two input fields: 'Member ID or Last Name' with the value '001172333' and 'Birthdate' with the value '10/29/1991'. A green 'Check Eligibility' button is positioned to the right of the birthdate field. A red box highlights the entire 'Quick Eligibility Check' section. A callout bubble points to the 'Check Eligibility' button with the text: 'The Quick Eligibility Check tool will allow you to verify member eligibility.' Another callout bubble points to the 'Check Eligibility' button with the text: 'Click Check Eligibility to continue.' A third callout bubble points to the 'Member ID or Last Name' field with the text: 'Enter the Arkansas Total Care ID, Medicaid ID or Last Name'. A fourth callout bubble points to the 'Birthdate' field with the text: 'Enter the member's Birthdate'. Below the input fields is a table with columns for 'MEMBER ID', 'MEMBER NAME', and 'CLAIM NO.'. The table contains five rows of data. To the right of the 'Quick Eligibility Check' section is a sidebar with a 'Home' button and several menu items: 'TIN to My ACCOUNT', 'Manage Accounts', 'Reports', 'Patient Analytics', and 'Provider Analytics'. Below the sidebar is a 'Recent Activity' section with columns for 'Date' and 'Activity'. At the bottom of the sidebar is a 'Go Paperless' section with a 'PaySpan Site' button.

The following screen will confirm if the member was found and their eligibility status. Click on the member's name for more information.

The screenshot shows the 'Eligibility Check' confirmation screen. At the top, there is a 'Viewing Eligibility For:' dropdown menu with a 'GO' button. Below this is the 'Eligibility Check' section, which contains three input fields: 'Date of Service' with the value '01/16/2019', 'Member ID Only' with the value '123456789 or Smith', and 'DOB' with the value 'mm/dd/yyyy'. A green 'Check Eligibility' button is positioned to the right of the DOB field. A 'Print' button is located to the right of the 'Check Eligibility' button. A callout bubble points to the 'Check Eligibility' button with the text: 'The following screen will confirm if the member was found and their eligibility status.' Below the input fields is a table with columns for 'ELIGIBLE', 'DATE OF SERVICE', 'PATIENT NAME', 'DATE CHECKED', and 'CARE GAPS'. The table contains one row of data. A callout bubble points to the 'PATIENT NAME' cell with the text: 'Click the member's name for more information.' Below the table is a footer with links for 'Terms and Conditions', 'Privacy Policy', and 'Copyright © 2019, Centene Corporation'. To the right of the footer is a 'Emergency Room Visit?' button and a 'Remove' button.

## Continued...

You'll see that additional demographic information will appear as well as a summary of the member's eligibility history.

The screenshot shows a web interface for a patient eligibility check. At the top left is a button labeled "Back to Eligibility Check". A sidebar on the left contains a menu with items: Overview (highlighted), Cost Sharing, Assessments, Health Record, Care Plan, Authorizations, Referrals, Coordination of Benefits, Claims, Document Resource Center, and Notes. The main content area features a green banner with a thumbs-up icon and the text "This patient is eligible as of today, Feb 28, 2019." Below this is a "Patient Information" section, which is highlighted with a red box. It lists: Name JOHN DOE, Gender M, Birthdate 10/29/1991, Age 10/29/1991, Member # 23, and Address 001122333, 123 ANYWHERE BLVD, LITTLE ROCK, AR 72204. Below the patient information is an "Eligibility History" section, also highlighted with a red box. It contains a table with columns "Start Date", "End Date", and "Product Name". The table has two rows: one for "Mar 1, 2019" to "Ongoing" for "Tier 3-4300-Disabled individual (SSI)-no grant", and another for "Nov 1, 2018" to "Feb 28, 2019" for "ARTC IDD Health Services Only". Below the table is a link "View Clinical Information". To the right of the patient information, there are sections for "Care Gaps" (with a dropdown menu set to "None On File") and "Allergies". Two green callout boxes provide additional context: one points to the Patient Information section stating "The Patient Information section displays the member's demographic information." and another points to the Eligibility History section stating "Eligibility History displays current and/or past coverage spans."

Back to Eligibility Check

Overview

Cost Sharing

Assessments

Health Record

Care Plan

Authorizations

Referrals

Coordination of Benefits

Claims

Document Resource Center

Notes

👍 This patient is eligible as of today, Feb 28, 2019.

Patient Information

Name JOHN DOE

Gender M

Birthdate 10/29/1991

Age 10/29/1991

Member # 23

Address 001122333  
123 ANYWHERE BLVD  
LITTLE ROCK, AR 72204

Eligibility History

Start Date	End Date	Product Name
Mar 1, 2019	Ongoing	Tier 3-4300-Disabled individual (SSI)-no grant
Nov 1, 2018	Feb 28, 2019	ARTC IDD Health Services Only

[View Clinical Information](#)

Care Gaps

None On File

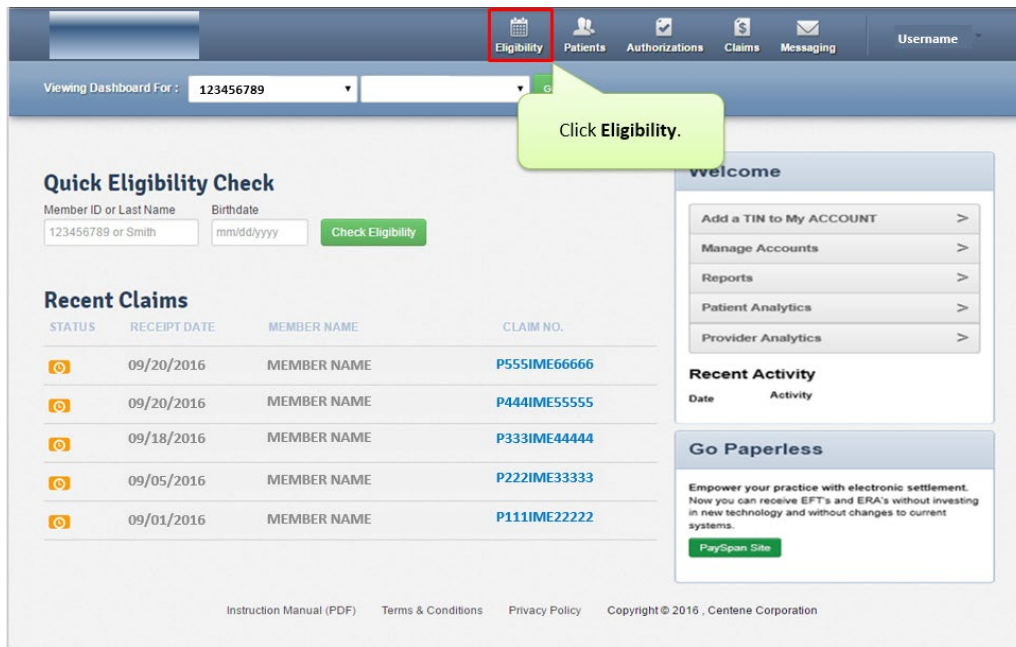
Allergies

The **Patient Information** section displays the member's demographic information.

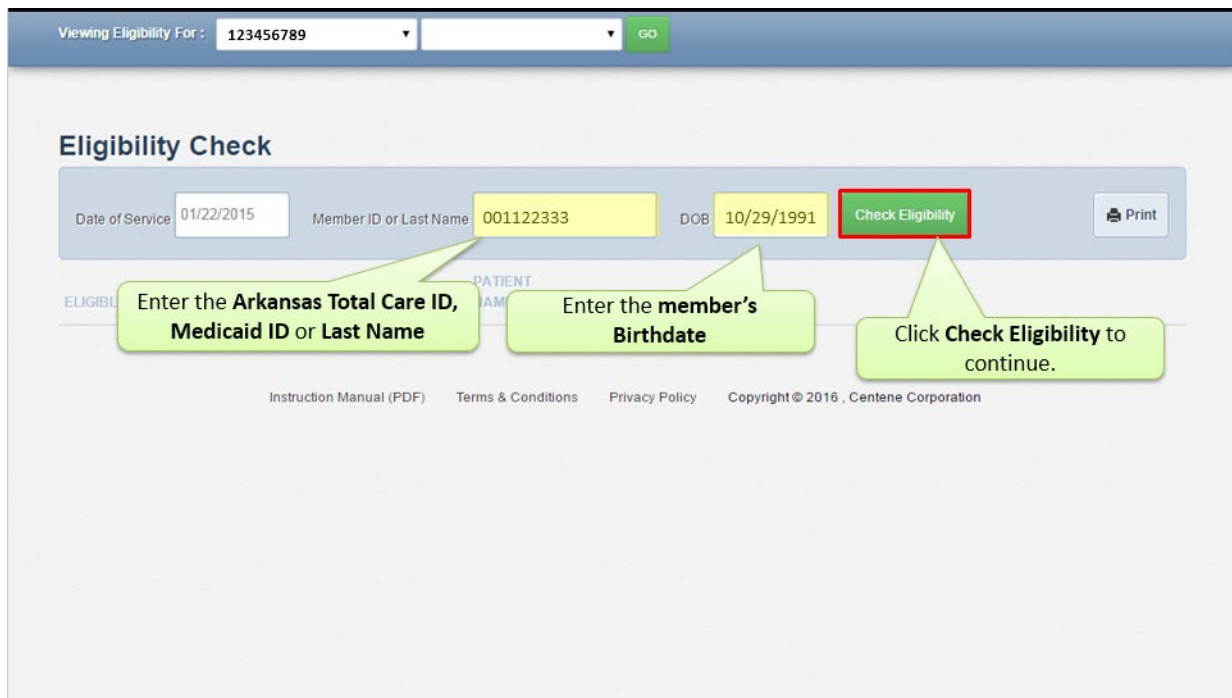
**Eligibility History** displays current and/or past coverage spans.

## Method 2

Click on the “Eligibility” tab located on the top of the screen.



- Enter the member's Arkansas Total Care ID (starts with a 'U'), Medicaid ID, or Last name.
- Enter the member's Date of Birth. Format the date: "MM/DD/YYYY".
- Click “Check Eligibility”.



## Continued...

The following screen will confirm if the member was found and their eligibility status. Click on the member's name for more information.

Viewing Eligibility For : 123456789 GO

### Eligibility Check

Date of Service: 09/22/2016 Member ID or Last Name: Wyyyy **Check Eligibility** **Print**

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	CHECKED
<b>Not Found</b>	09/20/2016	Patient not found. (123456789 & 01/01/1990)	09/20/2016

**Not Found** displays, if a member is not found based on the information entered.

The information entered on the Eligibility Check displays under Patient Name.

[Annual \(PDF\)](#) [Terms & Conditions](#) [Privacy Policy](#) Copyright © 2016, Centene Corporation

***Do you have more questions?***

Call us at:  
1-866-282-6280 (TDD/TTY: 711)

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