

# Secure Provider Portal

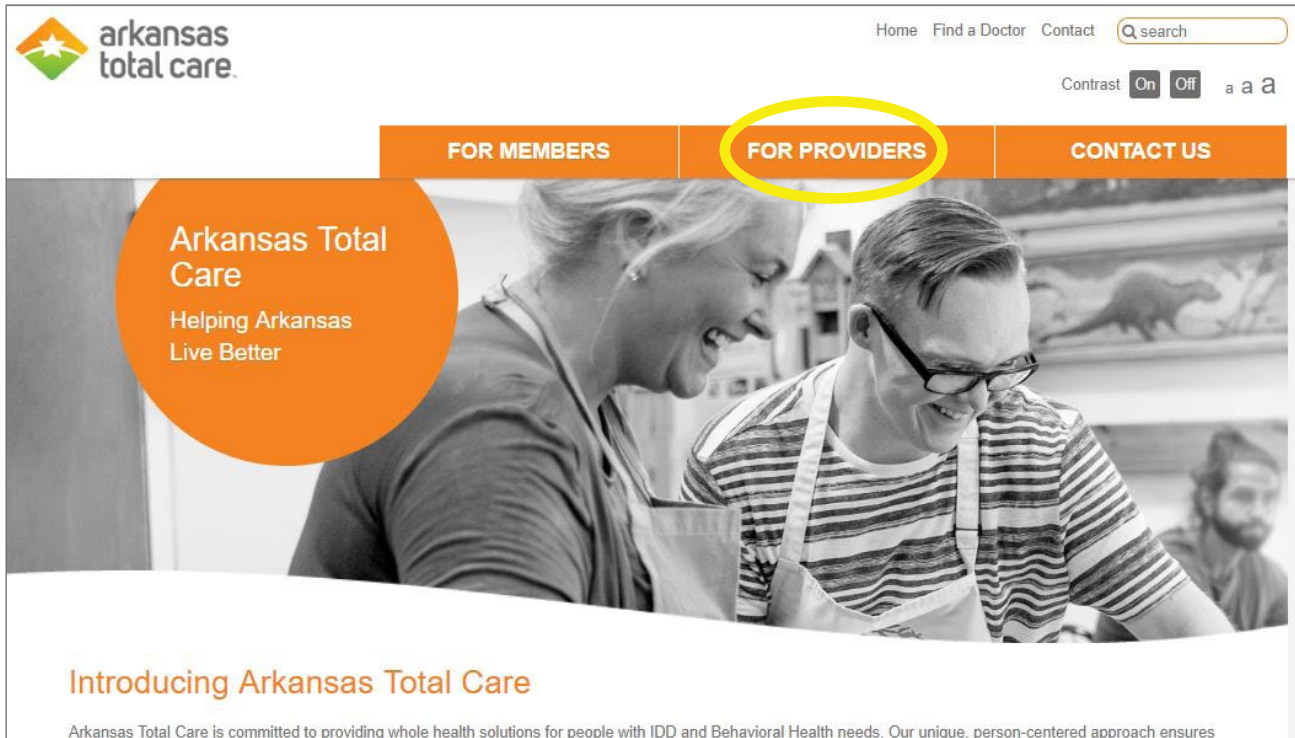
## HOW TO CHECK ELIGIBILITY

Follow the steps below to check member eligibility.

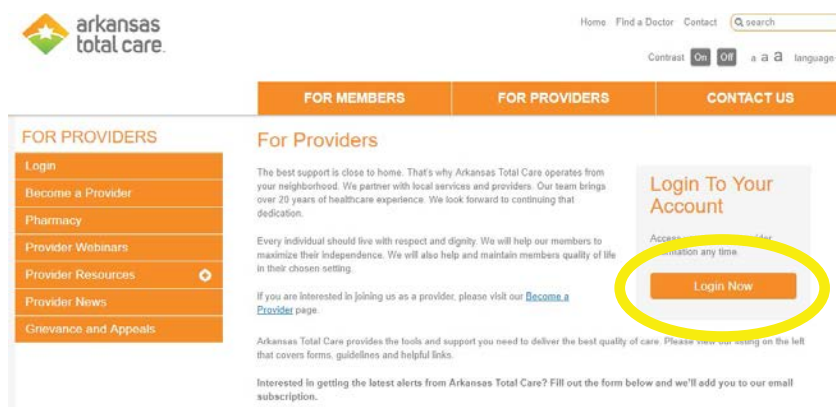


### 1 STEP 1: Visit the Arkansas Total Care Home Page

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 'Conditions', 'Privacy Policy', and 'Copyright © 2019, Centene Corporation'. To the right of the table is a red button with a plus sign and the text 'Emergency Room Visit?' 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.

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

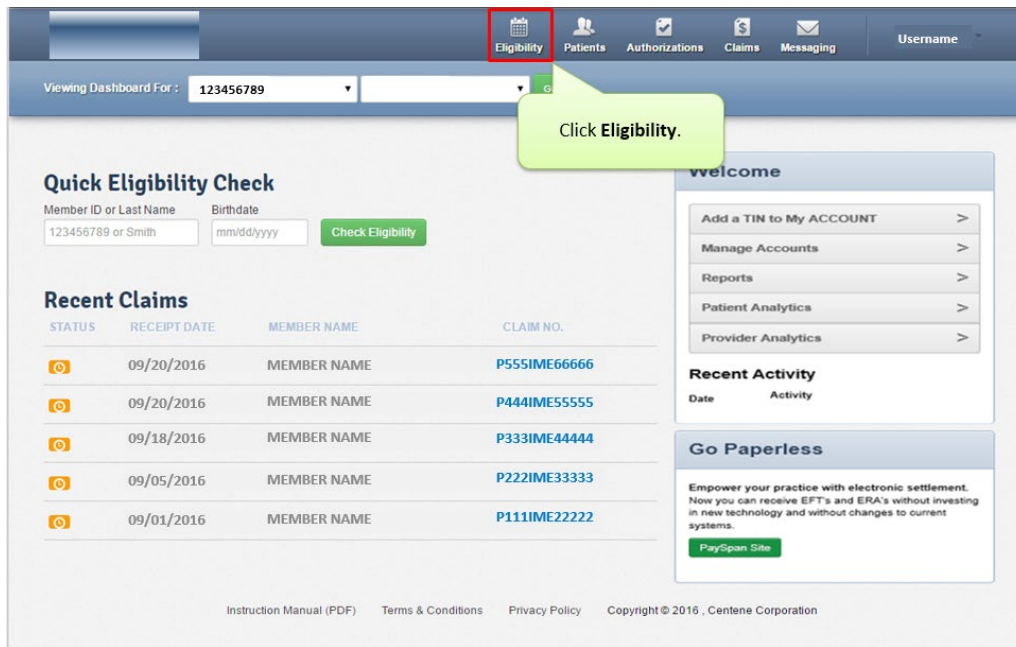
**Allergies**

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

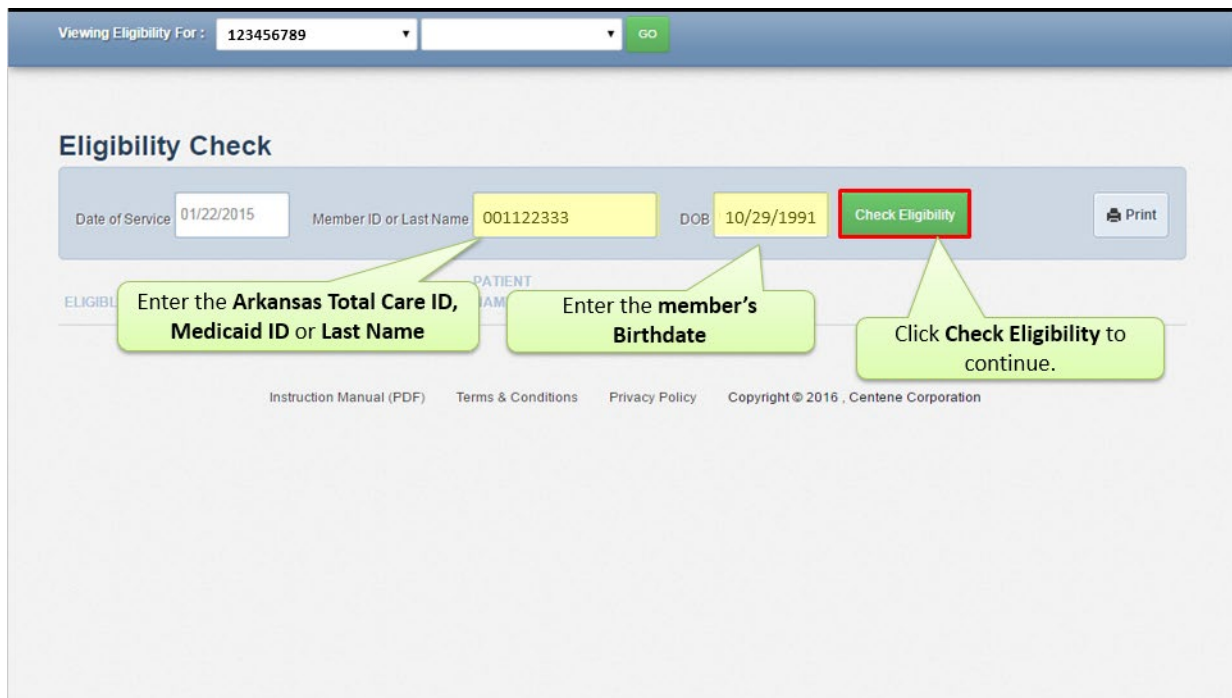
**Eligibility History** displays current and/or past coverage spans.

## 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

### 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.**

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

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

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