

FAQ: Provider Benefit Tool

HOW DO I SEARCH FOR A MEMBER?

1. Click **Search** in the top navigation.
2. You can search for a member and see their coverage in two different ways: **Quick Search** or **Patient Lookup**. Click either link, enter the necessary information, and click **Search**.
3. In the **Patients** section, you can view **Coverage**, **Plan**, and **Eligibility Period**.
4. Click on the **Plan** link to view policy summary and details.

The screenshot shows the Provider Benefit Tool interface. At the top, the Select Health logo is on the left, and the text 'Provider Benefit Tool' is on the right. A navigation bar contains 'Search', 'Pre-Auth Status', 'Provider Update', 'FAQ', and 'Contact Us'. A user profile for 'John Smith' is visible in the top right. Below the navigation bar, there are two browser tabs: 'SEARCH' and 'New Tab'. The main content area features a search box with the following elements:

- A 'SEARCH' heading with a red circle '2' next to it.
- Two links: 'Quick Search' (underlined) and 'Patient Lookup', both with red circles '2' next to them.
- A 'Browse Claims' link.
- Text: 'Search for Patients, Claims, or Remittance Advice using any form of numeric ID' and 'Subscriber ID, Claim ID, Check Reference ID, SSN, Medicaid, Check Number'.
- An input field for 'ID NUMBER' containing '123456789'.
- A purple 'SEARCH' button with a magnifying glass icon.
- A yellow callout box: 'For a more comprehensive overview of a patient's previous medical coverage history, please use the Patient Lookup link above and search by Name and DOB.'

Below the search box, the 'Patients' section is visible, with a red circle '3' next to the 'Patients' heading. It contains a table of patient information:

| PATIENT NAME | | | | | SUBSCRIBER NAME | |
|--------------|-----------|----------------------------|-------------------------|----------------------------|-----------------|--|
| JOHN SMITH | | | | | JOHN SMITH | |
| PATIENT ID | SSN | DATE OF BIRTH | GENDER | RELATIONSHIP TO SUBSCRIBER | SUBSCRIBER ID | |
| 123456789 | -----5555 | 1/1/1980 | M | Subscriber | 123456789 | |
| Coverage | | Plan | Eligibility Period | | | |
| Medical | | Select Health Value Tiered | ✓ 01/01/2024 to present | | | |

A red circle '4' is next to the 'Plan' link in the table, and a red circle '3' is next to the 'Coverage' link.