Affinity Provider Portal Training Manual
Eligibility & Benefits Search

The end user is given the ability to search for the eligibility and benefits across all lines of business for both active and inactive members. The search capability provides the end user the option to perform a search for either a single and/or multiple members at one time.

Listed below are the lines of business an end user can perform a search for:

1. Medicaid (ME)
2. Child Health Plus (CHP)
3. Essential Plan (EP)
4. Enriched Health (HARP)
5. Medicare Advantage (MA)
6. Qualified Health Plan (QHP)

**Note:** The multiple member eligibility search option, permits up to ten (10) members to be entered at time.

Eligibility & Benefits Search – Single Member Search

This page enables the user to either search for a single member and/or can click on the “Multiple Member Search” option.

The user will be required to do the following:

1. Enter the Affinity Member ID#
   a. 9-digits alpha-numeric for MA, ME, EP, HARP, CHP
   b. 11-digits for QHP
2. Medicaid Number
3. Enter Social Security Number (SSN #)
4. Enter Last Name
5. Enter Date of Birth (DOB)
6. Click “search” and user is taken to member search results

**Note:** The user can click on “Clear” to return back to the “Member Search” screen.
Eligibility & Benefits Search – Multiple Member Search
The user has the ability to select the option to search multiple members at one time.

The user will be required to do the following:
1. Enter the Affinity Member ID#
   a. 9-digits alpha-numeric for MA, ME, EP, HARP, CHP
   b. 11-digits for QHP
2. Medicaid Number
3. Enter Social Security Number (SSN #)
4. Enter Last Name
5. Enter Date of Birth (DOB)
6. Click “search” and user is taken to member search results

Note: The user can click on “Cancel” to return back to the “Member Search” screen. The user is provided the ability to select individual records and click on “Clear” to remove the record from the search criteria.
Eligibility & Benefits – Search Results

The search results page provides the details of the member eligibility search conducted.

The following information is displayed:

1. Affinity Member ID
2. Medicaid / CIN ID
3. Date of Birth
4. Member Name – hyperlink to member details page
5. Member Address
6. Effective Date
7. Termination Date
8. Status
9. Line of Business
10. Benefits – hyperlink to view benefits
11. Current Provider Name – hyperlink to provider details
12. Provider Effective Date

**Note:** Clicking on the “Back to Search” will return the user back to the “Eligibility & Benefit Search” page.
Eligibility & Benefits – Member Eligibility Details

This page enables the user to view a member’s current and historical eligibility information.

The member eligibility page is broken down into the following two sections:

1. Member Details
2. Primary Care Provider Information

<table>
<thead>
<tr>
<th>Member Name</th>
<th>Affinity Member ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, John</td>
<td>123467588</td>
</tr>
<tr>
<td>Medicaid# / CIN</td>
<td></td>
</tr>
<tr>
<td>094746.36572</td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td></td>
</tr>
<tr>
<td>12/14/1975</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>123 Front Street, Flushing, NY 11001</td>
<td></td>
</tr>
<tr>
<td>Home Phone</td>
<td></td>
</tr>
<tr>
<td>718-555-1212</td>
<td></td>
</tr>
<tr>
<td>Plan</td>
<td></td>
</tr>
<tr>
<td>BHP Nassau Essential Plan</td>
<td></td>
</tr>
<tr>
<td>Effective Date</td>
<td></td>
</tr>
<tr>
<td>01/01/2017</td>
<td></td>
</tr>
<tr>
<td>Re-certification Date</td>
<td></td>
</tr>
<tr>
<td>01/01/2018</td>
<td></td>
</tr>
<tr>
<td>Collect Copay</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Affinity Member ID</td>
<td></td>
</tr>
<tr>
<td>123467588</td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td></td>
</tr>
<tr>
<td>Age</td>
<td></td>
</tr>
<tr>
<td>42</td>
<td></td>
</tr>
<tr>
<td>County</td>
<td></td>
</tr>
<tr>
<td>Nassau</td>
<td></td>
</tr>
<tr>
<td>Email ID</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:jsmith@abc.com">jsmith@abc.com</a></td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td></td>
</tr>
<tr>
<td>Termination Date</td>
<td></td>
</tr>
<tr>
<td>01/01/2018</td>
<td></td>
</tr>
<tr>
<td>Home Health Provider Information</td>
<td></td>
</tr>
<tr>
<td>View Health Homes PDF</td>
<td></td>
</tr>
</tbody>
</table>

Primary Care Provider Information

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Type</th>
<th>NPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sun, Derek D</td>
<td>PCP - Family Medicine (DO)</td>
<td>092334847665</td>
</tr>
<tr>
<td>Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>123 Front Street, Flushing NY 1111</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office Phone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>516-657-8790</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
<td></td>
</tr>
<tr>
<td>516-555-9933</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The PCP information displayed above is for the most recent PCP selection associated to the Member’s record for the selected Eligibility time period.

**Note:** Clicking on the back arrow button on the browser will bring the user back to the previous page.
**Member Details Section**

The following information is displayed (see previous page):

1. Eligibility Range – Drop down menu provides the ability to search members’ historical eligibility.
2. Member Name
3. Affinity Member ID
4. Medicaid / CIN ID
5. Gender
6. Date of Birth
7. Age
8. Address
9. Home Phone
10. Plan
11. Email
12. Effective Date
13. Status
14. Re-certification Date
15. Termination Date
16. Home Health Provider Information
17. Collect Copay

**Primary Care Provider Information Section**

The following information is displayed (see previous page):

1. Provider Name – hyperlinks to “Provider Details” screen
2. Provider Type
3. NPI
4. Address
5. County
6. Office Phone
7. Other Phone
8. Fax
Provider Details

The following information is displayed:

1. Provider First Name
2. Provider Last Name
3. Title
4. Suffix
5. Provider Type
6. Provider Specialty
7. Affinity Provider ID
8. Tax ID
9. NPI
10. Group Affiliations
11. Gender
12. Date of Birth
13. Street Address
14. City
15. State
16. Zip
17. Office Phone
18. Other Phone
19. Fax
20. Accepting New Patients
21. Wheelchair Accessible
22. Age Restrictions
23. Gender Restrictions
24. Language Spoken
**Member Benefits Description**
The page will enable the user the ability to view a member’s current and historical benefit options. The user is redirected to this page after selecting the “Plan” link.

**Member Information**
The following fields are displayed:
1. Member Name
2. Affinity Member ID
3. Date of Birth
4. Gender

**Benefit Description**
The following fields are displayed:
1. Plan Name
2. Member Plan Effective Date
3. View Benefit Details – hyperlink to benefit details
4. Benefit Description History – hyperlink to historical benefit description

*Note:* Clicking on the “Back” button will return the user back to the “Eligibility & Benefit Search” page.
**Member History Benefits Description**
This page will enable the user the ability to view a member’s current and historical benefit options.

**Member Information**
The following fields are displayed:
1. Plan Name
2. Member Plan Effective Date
3. Member Plan Term Date
4. View Benefit Details

**Member Benefits – History Expanded View**
The following fields are displayed:
1. Plan Name
2. Member Plan Effective Date
3. Member Plan Term Date
4. View Benefit Details – hyperlink to “Benefit Details” screen

![Member Information Table](image)

**Benefit Description**

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Effective Date</th>
<th>Termination Date</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>BHP Queens Essential Plan</td>
<td>01/01/2017</td>
<td>N/A</td>
<td>View Benefit Details</td>
</tr>
<tr>
<td>BHP Queens Essential Plan 2</td>
<td>07/01/2016</td>
<td>12/31/2016</td>
<td>View Benefit Details</td>
</tr>
<tr>
<td>BHP Queens Essential Plan 3</td>
<td>05/16/2016</td>
<td>06/30/2016</td>
<td>View Benefit Details</td>
</tr>
<tr>
<td>Medicaid Queens TANF/SA</td>
<td>09/10/2015</td>
<td>12/31/2015</td>
<td>View Benefit Details</td>
</tr>
</tbody>
</table>

**Note:** Clicking on the “Back” will return the user back to the “Eligibility & Benefit Search” page.
Member Benefits Details
This page enables the user to view the benefit details of members.

Member Benefit Details
The following fields are displayed:
1. Member Name
2. Affinity Member ID
3. Date of Birth
4. Plan Name
5. Member Plan Effective Date

Member Benefits & Coverage
1. Benefit
2. Coverage

Note: The user can scroll back and forth through pages by clicking on any of the various options provided
1. “Arrow” buttons (“<”) (“>”)
2. “Previous” and/or “Next”
3. Select one of the numbers