How to Check Eligibility

There are 4 ways to verify member eligibility:

» <u>Electronic transactions (270/271):</u> Using TTPS Provider Portal or Optum Clearinghouse. Information includes:

  » Eligibility information
  » Deductible and Out of Pocket yearly and remaining amounts
  » Coinsurance and/or co-payment amounts
  » Benefit messages and limitations

» <u>HealthWeb:</u> Allows you to verify patient eligibility instantly using website access. Information includes:

  » Eligibility information

» <u>IVR:</u> Access allows you to verify patient eligibility instantly using your phone system by dialing 1.800.562.6197. Information includes:

  » Eligibility information

» <u>PHP Customer Service:</u> You can call the PHP Customer Service Department to verify patient eligibility. Information includes:

  » Eligibility information
  » Deductible and Out of Pocket yearly and remaining amounts.
  » Coinsurance and/or co-payment amounts