

REAL TIME ELIGIBILITY VERIFICATION (EHR 24/7)



Below are the steps to utilize the Real Time Eligibility Verification tool within the EHR 24/7 application:

1. Log in to EHR 24/7 application.
2. Click on the **Patient Charts** tab.
3. Click on **Edit Demographics** (Pencil icon) of the Subscriber you wish to verify eligibility for.
4. On **Patient Data** tab, click **Verify Eligibility** link.
5. Choose the correct Payer from the **Payer Name** dropdown list.
Note: The chosen Subscriber's Name, DOB, Gender, and Member ID are pre-populated from patient demographics.
6. Click the ellipses button (...) next to the **Providers NPI** to select a provider if one is not already displayed **OR** to select a different provider that what is currently selected.
NOTE: The Save button is only clickable when the results are displayed.
7. Click the **Submit** button, the result should display.
8. Clicking the **Save** button saves the payer response in the **Document Center**.

Figure 1: Real Time Eligibility Request Tool

Eligibility Request

Real Time Eligibility Request

Please select your payer (Insurance Carrier) from the list to get started.
If the desired payer does not appear on the list we do not yet support that company for Real Time Eligibility Requests.

Payer Name: * AETNA

Subscriber's First: * John Service Type Code: * Health Benefit Plan Coverage
Subscriber's Last: * Doe Date of Service: * 4 / 7 / 2014
Subscriber DOB: * 10 / 15 / 1987 Providers NPI: * 1234567890
Subscriber Gender: * Male Provider Name: * Test Provider
Subscribers Member ID: * 1800324579
 Patient is Dependant John Smith

Patient First Name: * John
Patient Last Name: * Smith
Patient DOB: * 11 / 05 / 1999
Patient Gender: * Male

Figure 2: Eligibility
Verification
Result Screen

Eligibility Request

- Payer Information -

Payor Id : SCAN HEALTH CARE
Information Contact : SCAN
Telephone : Customer Support (562) 997-3176

- Provider Information -

Name : DEFAULT_PROVIDER 2
National Provider Identifier : 0

- Insured or Subscriber Information -

Name : John Doe
Member Id : 18000324579
Plan Number : 104
Date Of Birth : 10/15/1987
Gender : Male
Eligibility : 04/07/2014
Eligibility Begin : 03/01/2013
Eligibility End : 12/31/2013

- Eligibility Benefits -

[Health Benefit Plan Coverage](#)

Submit Save Cancel

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Below are the steps to view the saved Eligibility Verification payer response in the Document Center:

1. Log in to EHR 24/7 application.
2. Click on the **Document Center** tab.
3. Click **Documents**.
4. Use the **Display filter** to narrow the results to the saved Eligibility Verification you are looking for.
5. Click View icon for Eligibility Verification Result screen.

Figure 3: Saved Eligibility Verification document

The screenshot shows the 'Document Center' tab selected in the application. Underneath, the 'Documents' section is active, displaying a list of documents. The list includes columns for Document ID, Date Added, Patient Name, Document Title, Document Type, Provider, Document Date, Encounter ID, Status, View, PE Sign, Sign, Del, and Route. Two documents are listed, both for 'John Doe' and 'Andersen, Barry'.

Document ID	Date Added	Patient Name	Document Title	Document Type	Provider	Document Date	Encounter ID	Status	View	PE Sign	Sign	Del	Route
1019756910	04/07/2014	John Doe	Eligibility Verification	Eligibility Verification	Andersen, Barry	04/07/2014		Unsigned					
1019739103	04/05/2014	John Doe	Eligibility Verification	Eligibility Verification	Andersen, Barry	04/05/2014		Unsigned					

Figure 2: Eligibility Verification Result Screen

The screenshot shows the 'Eligibility Request' window with the following information:

- Payer Information:**
 - Payor Id : SCAN HEALTH CARE
 - Information Contact : SCAN
 - Telephone : Customer Support (562) 997-3176
- Provider Information:**
 - Name : DEFAULT_PROVIDER 2
 - National Provider Identifier : 0
- Insured or Subscriber Information:**
 - Name : John Doe
 - Member Id : 18000324579
 - Plan Number : 104
 - Date Of Birth : 10/15/1987
 - Gender : Male
 - Eligibility : 04/07/2014
 - Eligibility Begin : 03/01/2013
 - Eligibility End : 12/31/2013
- Eligibility Benefits:**
 - Health Benefit Plan Coverage

Buttons for Submit, Save, and Cancel are visible at the bottom right.