



How Do I Check for Member Eligibility?

For Additional Questions and Answers, visit our [FAQ](#) section

#### Steps: Check Member Eligibility

1) To access, click **Check Member Eligibility** on the left hand side menu under *MyPractice* Page.

2) At the *Eligibility Search* screen, you must **enter Member's First Name, Last Name, Date of Birth and State and click "Search"**. Alternately, Member ID and State can be used. The search will only return one result.

3) On the next screen, the *Eligibility Summary* Page, click on the **View Details** link under Member's ID number for additional information.

4) On the following screen, Eligibility Details, review the member and plan information.

5) To search again, click on Search again button or return to Summary link.

#### TIPS:

- Available for all accounts with the following exceptions:
  - Some Employee Assistance Program (EAP) members.
- HIPAA-compliant.
- For further assistance, use the **FAQs** link to access **Contact Us**.