

Quick Reference Guide: Accessing Recipient Eligibility

Steps:

1



Once logged into PNM, click the 'Menu' icon in the top-left corner of the homepage.

2

From the menu options displayed, select 'Recipient Eligibility.'

A screenshot of a dropdown menu with the following options: 'Skip To Main Content', 'Medicaid Home', 'Home', 'Provider Directory', 'Provider Search - GIS', 'My Profile', 'Recipient Eligibility', 'Provider Ed & Training Resources', 'Contact Us', and 'Log Out'. An orange arrow points to the 'Recipient Eligibility' option.

- Skip To Main Content
- Medicaid Home
- Home
- Provider Directory
- Provider Search - GIS
- My Profile
- Recipient Eligibility
- Provider Ed & Training Resources
- Contact Us
- Log Out

3

A screenshot of the 'Self Service Information' form. It contains two input fields for 'Medicaid Number' and 'Reg ID'. Below the input fields, there is a section titled 'Select the appropriate link' with two options: 'Self Service' and 'View Member Eligibility'. An orange arrow points to the 'View Member Eligibility' link.

Self Service Information

Medicaid Number*

Medicaid Number

Reg ID

Select the appropriate link

Self Service

[View Member Eligibility](#)

Enter a provider Medicaid ID in the space provided and click 'View Member Eligibility.'

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4

- ELIGIBILITY SEARCH

An asterisk * indicates a required field

* Medicaid Billing Number OR * SSN * From DOS

* Date of Birth * To DOS

Procedure Code

Search **Clear**

Note: The Procedure Code is optional search information to enter. However, a Procedure Code must be entered on the search to see 'Service Limitation' information display in the eligibility search results.

Enter the following information:

- Medicaid Billing Number **OR** Social Security Number (SSN)
 - Both fields do not need to be entered, it is one or the other for these identifiers.
- Date of Birth
- From Date of Service (DOS)
 - The date listed here cannot be more than 48 months prior to the date of inquiry.
- To Date of Service (DOS)
 - The date listed here cannot be a future date.

Click **Search**.

5

- ELIGIBILITY SEARCH

An asterisk * indicates a required field

* Medicaid Billing Number OR * SSN

* Date of Birth * To DOS

From DOS Procedure Code

Search **Clear**

RECIPIENT INFORMATION

Medicaid Billing Number Date of Birth

Last Name Date of Death

First Name, MI SSN

The search results display below the Eligibility Search section.

The first section shows the Recipient Information. Compare this section with the details of the recipient you are seeking, to confirm the correct eligibility is being reviewed.

6

The eligibility search results are displayed by sections.

Scroll down the page to view the different sections of eligibility details.

The information listed is read-only and cannot be changed or reordered.

- BENEFIT/ASSIGNMENT PLAN(S)		
Benefit/Assignment Plan	Effective Date	End Date
Alcohol and Drug Add	5/1/2024	5/31/2024
Medicaid	5/1/2024	5/31/2024
HMO, CFC	5/1/2024	5/31/2024
OhioRISE	5/1/2024	5/31/2024
MRDD Targeted Case M	5/1/2024	5/31/2024
Ohio Mental Health	5/1/2024	5/31/2024