

Member Eligibility



Since MI Health Link members are able to change plans on a monthly basis, it is essential that providers verify the eligibility of their patients on a monthly basis as well.

Some key benefits to checking members' eligibility are as follows:

- Ensure member is seeing the appropriate provider.
- Ensure that plan requirements are met. (Referrals, Prior Authorizations)
- Reduce claim issues because you are sending claim to the right plan.

Providers can verify members' eligibility by using the following provider resources:

- Calling Provider Services at 1-888-667-0318.
- Visiting our website at www.amerihealthcaritasvipcareplus.com and accessing NaviNet.
- Using the Member Identification Card, however, a member's ID card is not a guarantee of eligibility.

Member Eligibility – Using NaviNet to Verify Eligibility (log on directly or from the AmeriHealth Caritas VIP Care Plus Provider Page)

The screenshot shows the website header with the AmeriHealth Caritas VIP Care Plus logo and the MI HEALTH LINK logo. A search bar is located in the top right. The navigation menu includes Enrollment, Members, Providers, About Us, and Contact Us. The breadcrumb trail reads Home > Providers > Self-Service Tools. A large image of a doctor talking to an elderly woman is displayed. Below the image, the 'Providers' section is highlighted in orange. Under 'Providers', there are links for Provider Self-Service Tools, Provider Resources, Provider Communications, and Training and Education. The 'Self-Service Tools' section lists several links: ADA Attestation, Searchable Provider Directory, Printable Provider Directory (PDF), Searchable Formulary, and Live Provider Portal Reference Guide (PDF). The 'NaviNet' section contains links for Log in and Sign up. A red arrow points from a box labeled '“NaviNet” portal' to the 'Log in' link.

Home > Providers > Self-Service Tools

Providers

Provider Self-Service Tools

Provider Resources

Provider Communications

Training and Education

Self-Service Tools

- [ADA Attestation](#)
- [Searchable Provider Directory](#)
- [Printable Provider Directory \(PDF\)](#)
- [Searchable Formulary](#)
- [Live Provider Portal Reference Guide \(PDF\)](#)

NaviNet

- [Log in](#)
- [Sign up](#)

“NaviNet” portal

Member Eligibility – Using NaviNet to Verify Eligibility (NaviNet Home Page)

Workflows ▾

My Health Plans >



Select
VIP Care Plans



Where is the list of Health Plans?

Find it in the top left corner.



Learn all about the exciting changes in NaviNet.

[Watch Video Now >>](#) [Learn More Now >>](#)



Looking for NaviNet Help?

You'll find it in the left-hand corner.

My Links

 Edit

'My Links' allows you to add bookmarks for any websites that you frequently visit.

[+ Add your first Link](#)

NaviNet Transforms Payer-Provider Communications



NaviNet delivers real-time bidirectional administrative and clinical information to the point of care to improve the delivery of care. Office staff, clinicians, and providers access and manage key patient data through a user-friendly dashboard and industry-leading, self-service workflows. The power of information promotes efficiency and enables providers to better run their business.

Top Support FAQs

All Top Support FAQs

- How do I add new users to my office?
- How do I enable or disable permissions for users in my office?
- How do I find the name of my NaviNet Security Officer?
- How do I change my password?
- What are the NaviNet password requirements and guidelines?
- What do I do if I can't

Support Videos

All Support Videos



Member Eligibility – Using NaviNet to Verify Eligibility (NaviNet Health Plan Page)

Workflows ▾

AmeriHealth Caritas VIP Plans

Workflows for this Plan

- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Claim Submission
- Report Inquiry
- Provider Directory
- Referral Submission
- Referral Inquiry
- Pre-Authorization Management Forms



Eligibility and
Benefits Inquiry
Portal



Welcome to NaviNet

This easy-to-use portal will provide you with the latest plan updates and other pertinent information that will enable you to provide the best care possible to our members. You can search our provider directories, view prior authorization criteria, download forms, and more.

Member Eligibility – Using NaviNet to Verify Eligibility (NaviNet Health Plan Member Eligibility and Benefits Inquiry Page)



[Home](#) | [Help](#) | [Contact Support](#)

Workflows ▾

[AmeriHealth Caritas VIP Plans](#) | [Eligibility and Benefits Inquiry](#) | [Member Search](#)



Member Eligibility and Benefits Inquiry

Instructions

Select the type of search you would like to perform, enter your search criteria, and click "Search".
If more than one member is found, the records will appear in the table below.

* Required Fields

▾ [Collapse Search Criteria](#) Collapse Search Criteria After Search

Search Type

* Search Type:

Medicare ID/HICN

"Search Type"

Member Information

* Medicare ID/HICN:

"Medicare ID/HICN"

Service Information

* Date of Service:

02/27/2015

"Date of Service"

Search

Exit

Clear

Member Eligibility – Using NaviNet to Verify Eligibility (NaviNet Health Plan Page)

Workflows ▾

AmeriHealth Caritas VIP Plans

Workflows for this Plan

- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Claim Submission
- Report Inquiry
- Provider Directory
- Referral Submission
- Referral Inquiry
- Pre-Authorization Management Forms



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Select Report Inquiry

Panel Roster Reports

Workflows ▾

[AmeriHealth Caritas VIP Plans](#) | [Administrative Reports Inquiry](#) | [Report Selection](#)



AmeriHealth Caritas VIP Plans Administrative Report Inquiry

Select Report:

Please note, to request a PDF report file you must have the [Adobe Reader](#) application on your computer. To request CSV or Excel report file you must have the MS Excel application on your computer. The report will open in Excel format. If you do not have MS Excel on your computer, you will have the option to simply save the report to your computer.

Select Panel Roster Report

Select Exit

Panel Roster



AmeriHealth Caritas VIP Care Plus
 P.O. Box 853914
 Richardson, TX 75085-3914
 Provider Services 888-667-0318
 Pharmacy RX 855-327-0510

AmeriHealth VIP Care PLUS Member Roster for 04/2015

MIM1

WHITE STOCK

AmeriHealth VIP Care PLUS is a Medicare-Medicaid Plan (MMP)

Group Information*
 Ready or Not Primary Care
 123 Here St.
 WaComa, MI 98756
 999-867-5309

Primary Care Physician*
 Ready Set, MD
 123 Go Street
 May, MI 05012-0140

Payer ID Number:
 77013

Primary Care
 Physician

| Member Name | DOB | Effective Date | AmeriHealth Caritas VIP Care Plus ID | Medicare Plan Type | Address | Phone | Gender | Age | Language | TPL | New Member |
|--------------------|----------|----------------|--------------------------------------|--------------------|--|--------------|--------|-----|----------|-----|------------|
| Bentley M Alex | 01/01/95 | 02/01/15 | 954005355 | MMP-MCA | 421 EAST MAIN ST. Clare, MI 48617 | 998-999-9999 | M | 20 | Unknown | N | |
| Montgomery E Alex | 01/01/48 | 02/01/15 | 954005347 | MMP-MCA | 1000 Sandy Beach Rd, 2nd street Clare, MI 48617 | 123-456-9998 | M | 67 | Unknown | N | |
| Nathan H Alex | 01/01/90 | 02/01/15 | 954005508 | MMP-MCA | 1000 Sandy Beach Rd Allenton, MI 48002 | | M | 25 | Unknown | N | |
| Jonathan G Anna | 01/01/50 | 02/01/15 | 954005507 | MMP-MCA | 6287 Renwood Dr Russell Island, MI 48001 | | M | 65 | Unknown | N | |
| Moultreie D Arnett | 01/01/49 | 02/01/15 | 954005387 | MMP-MCA | 275 LAURELWOOD DR, Il nagar Clare, MI 48617 | 999-999-9999 | F | 66 | Unknown | N | |
| Patricia D Arnett | 01/01/49 | 02/01/15 | 954005519 | MMP-MCA | 275 LAURELWOOD DR Fargo, MI 48006 | | F | 66 | Unknown | N | |
| David D Cappie | 01/01/46 | 02/01/15 | 954005502 | MMP-MCA | 3816 Ashford Dr Algonac, MI 48001 | | M | 69 | Unknown | N | |
| Pondexter G Cappie | 01/01/50 | 02/01/15 | 954005349 | MMP-MCA | 3816 Ashford Dr, vvb nagar Clare, MI 48617 | 777-777-7777 | M | 65 | Unknown | N | |
| Eric P Charde | 01/01/45 | 02/01/15 | 954005597 | MMP-MCA | 120 E 87th Street New Haven, MI 48050 | | M | 70 | Unknown | N | |
| Zachary T Cody | 01/01/48 | 02/01/15 | 954005517 | MMP-MCA | 911 GROOMSTOWN RD Armada Township, MI 48005 | | M | 67 | Unknown | N | |
| Green S Draymond | 01/01/49 | 02/01/15 | 954005361 | MMP-MCA | 9636 Cove Meadow Dr Clare, MI 48617 | 999-999-9999 | F | 66 | Unknown | N | |
| Mcdermott T Elliot | 01/01/49 | 02/01/15 | 954005374 | MMP-MCA | 100 East 35th Street Clare, MI 48617 | 999-999-9999 | U | 66 | Unknown | N | |

Member
Name

Effective Date

AmeriHealth Caritas VIP
Care Plus Member ID
Number

Group Information

Member Eligibility – Member ID Card

Medicare-Medicaid Plan Information

Pharmacy Information


AmeriHealth Caritas
VIP Care Plus


MI HEALTH LINK

Member name:
Member ID:
Health plan (80840):
Medicaid ID:

PCP name:
PCP phone:
Copays: \$0

H0192 001


RxBIN: **012353**
RxPCN: **06500000**
RxGRP: **Care Plus**

Prescription Drug Information

Member Services: **1-888-667-0318, TTY 711**
Contact Member Services for dental and vision benefit assistance.

24 Hour Nurse Advice Line: **207-822-3150, TTY 711**
Pharmacy Help Desk: **1-855-327-0512, TTY 711**
Website: **www.amerihhealthcaritasvipcareplus.com**
PIHP General Information Line: **1-855-996-2264/
TTY 1-866-870-2599**
24 Hour Behavioral Health Crisis Line: **1-855-927-4747/
TTY 1-866-870-2599**

Send claims to:
**AmeriHealth Caritas VIP Care Plus
P.O. Box 853914
Richardson, TX 75085-3914**

Claim inquiry: **1-888-667-0318, TTY 711**

Claims Contact Information

The following is a list of helpful tips to keep in mind when determining a member's eligibility:

- AmeriHealth Caritas VIP Care Plus covers both traditional Medicare and Medicaid Services.
- AmeriHealth Caritas VIP Care Plus members can change plans each month.
- Verify eligibility before each visit.
- Make sure the the correct primary care physician (PCP) is listed on the member's identification card.
- Call Provider Services at 1-(888)-667-0318 with any questions.



AmeriHealth *Caritas*[™]

VIP Care Plus