

Verifying Eligibility for Newly Effective Members

Newly Effective Members may not appear in the Empire Healthcare portal for up to 3 weeks after the 1st of the effective month. **Here's what to do to check eligibility and submit a referral/auth for newly effective members not found on the portal.*

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Situation 1: Newly effective members come in early in the month and are not showing in the portal and **no Auth needed, just verifying eligibility for a PCP visit.**

Solution: Call Health Plan directly. Empire Healthcare is the IPA/Medical Group, not the plan. We work with the plans on providing care for the members. Call the health plan's member services line directly, please see our **Customer Service Phone Numbers cheat-sheet**. They have the most up-to-date information on a member's eligibility.

Situation 2: New effective member comes in early in the month and is not showing in the portal. **Member needs an authorization/referral.**

Solution: Log onto Empire Healthcare IPA Portal. Go to Eligibility, and search for the member. When it gives an error/member not found, there is blue text that says, "**Help With Member Not Found Referral**". Click the blue text, then type in the member's info and fill out the referral like normal. Our Eligibility team will manually check with the plan for Eligibility and start working on the auth. The member will then be manually added to the portal. This can take up to 3 business days to see the member under Eligibility. Please see our **Portal Overview Guide** for more information.

Alternate Solution: Call Empire Healthcare at (949) 750-2058, Press 4 for Auths, give the rep the information of the member, and they will hand it to Eligibility team to verify with the Health Plan, and start working on auth. The member will then be manually added to the portal, this can take up to 3 business days after submission to see the member under Eligibility.