



Affinity Provider Portal Training Manual

Affinity Provider Portal

Eligibility & Benefits Search

The end user is given the ability to search for the eligibility and benefits across all lines of business for both active and inactive members. The search capability provides the end user the option to perform a search for either a single and/or multiple members at one time.

Listed below are the lines of business an end user can perform a search for:

1. Medicaid (ME)
2. Child Health Plus (CHP)
3. Essential Plan (EP)
4. Enriched Health (HARP)
5. Medicare Advantage (MA)
6. Qualified Health Plan (QHP)

Note: The multiple member eligibility search option, permits up to ten (10) members to be entered at time.

Eligibility & Benefits Search – Single Member Search

This page enables the user to either search for a single member and/or can click on the “Multiple Member Search” option.

The user will be required to do the following:

1. Enter the Affinity Member ID#
 - a. 9-digits alpha-numeric for MA, ME, EP, HARP, CHP
 - b. 11-digits for QHP
2. Medicaid Number
3. Enter Social Security Number (SSN #)
4. Enter Last Name
5. Enter Date of Birth (DOB)
6. Click “search” and user is taken to member search results

Note: The user can click on “Clear” to return back to the “Member Search” screen.

Member Search <input type="checkbox"/> Multiple Member Search						
#	Affinity Member ID	Medicaid Number	SSN	Last Name	DOB	
1	<input type="text" value="1120983356485"/>	<input type="text" value="123456987-000987"/>	<input type="text" value="... .."/>	<input type="text" value="Smith"/>	<input type="text" value="02/09/1978"/>	<input type="button" value="Clear"/>

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Eligibility & Benefits Search – Multiple Member Search

The user has the ability to select the option to search multiple members at one time.

The user will be required to do the following:

1. Enter the Affinity Member ID#
 - a. 9-digits alpha-numeric for MA, ME, EP, HARP, CHP
 - b. 11-digits for QHP
2. Medicaid Number
3. Enter Social Security Number (SSN #)
4. Enter Last Name
5. Enter Date of Birth (DOB)
6. Click “search” and user is taken to member search results

Note: The user can click on “Cancel” to return back to the “Member Search” screen. The user is provided the ability to select individual records and click on “Clear” to remove the record from the search criteria.

#	Affinity Member ID	Medicaid Number	SSN	Last Name	DOB	
1	1120983356485	123456987-000987	Smith	02/09/1978	Clear
2	445637383948	34562738-8575847	Jones	02/09/1978	Clear
3	784635272823	9328349 -8473476	Hernandez	02/09/1978	Clear
4						Clear
5						Clear
6						Clear
7						Clear
8						Clear
9						Clear
10						Clear

Search Cancel

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Eligibility & Benefits – Search Results

The search results page provides the details of the member eligibility search conducted.

The following information is displayed:

1. Affinity Member ID
2. Medicaid / CIN ID
3. Date of Birth
4. Member Name – hyperlink to member details page
5. Member Address
6. Effective Date
7. Termination Date
8. Status
9. Line of Business
10. Benefits – hyperlink to view benefits
11. Current Provider Name – hyperlink to provider details
12. Provider Effective Date

Note: Clicking on the “Back to Search” will return the user back to the “Eligibility & Benefit Search” page.

Search Results											
Affinity Member ID	Medicaid CIN#	DOB	Member Name	Address	Effective Date	Termination Date	Status	Line of Business	Benefits	Current Provider	Provider Effective Date
123456789	123645789	01/16/1989	John Smith	12344 Front St. Flushing, NY 11003	03/02/2016	03/02/2018	Active	EP Essential Plan 150 - <= 200% FPL) Long Island	View	Sun, Derek D	03/02/2016
123456789	123645789	01/16/1989	John Smith	12344 Front St. Flushing, NY 11003	03/02/2016	03/02/2018	Active	EP Essential Plan 150 - <= 200% FPL) Long Island	View	Sun, Derek D	03/02/2016
123456789	123645789	01/16/1989	John Smith	12344 Front St. Flushing, NY 11003	03/02/2016	03/02/2018	Active	EP Essential Plan 150 - <= 200% FPL) Long Island	View	Sun, Derek D	03/02/2016
123456789	123645789	01/16/1989	John Smith	12344 Front St. Flushing, NY 11003	03/02/2016	03/02/2018	Active	EP Essential Plan 150 - <= 200% FPL) Long Island	View	Sun, Derek D	03/02/2016

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Eligibility & Benefits – Member Eligibility Details

This page enables the user to view a member's current and historical eligibility information.

The member eligibility page is broken down into the following two sections:

1. Member Details
2. Primary Care Provider Information

Member Eligibility Details

Eligibility Details
Jan 01, 2017 - Current Date

Member Name Smith, John	Affinity Member ID 123467588
Medicaid# / CIN 09474636572	Gender Male
Date of Birth 12/14/1975	Age 42
Address 123 Front Street, Flushing, NY 10001	County Nassau
Home Phone 718-555-1212	Email ID jsmith@abc.com
Plan BHP Nassau Essential Plan	Status Active
Effective Date 01/01/2017	Termination Date 01/01/2018
Re-certification Date 01/01/2018	Home Health Provider Information View Health Homes PDF
Collect Copay Yes	

Primary Care Provider Information

Provider Name Sun, Derek D	
Type PCP - Family Medicine (DO)	NPI 092334847665
Address 123 Front Street, Flushing NY 11111	County Nassau
Office Phone 516-657-8790	Other Phone 516-555-8935
Fax 516-555-9933	

The PCP information displayed above is for the most recent PCP selection associated to the Member's record for the selected Eligibility time period.

Note: Clicking on the back arrow button on the browser will bring the user back to the previous page.

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Member Details Section

The following information is displayed (see previous page):

1. Eligibility Range – Drop down menu provides the ability to search members’ historical eligibility.
2. Member Name
3. Affinity Member ID
4. Medicaid / CIN ID
5. Gender
6. Date of Birth
7. Age
8. Address
9. Home Phone
10. Plan
11. Email
12. Effective Date
13. Status
14. Re-certification Date
15. Termination Date
16. Home Health Provider Information
17. Collect Copay

Primary Care Provider Information Section

The following information is displayed (see previous page):

1. Provider Name – hyperlinks to “Provider Details” screen
2. Provider Type
3. NPI
4. Address
5. County
6. Office Phone
7. Other Phone
8. Fax

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Provider Details

The following information is displayed:

1. Provider First Name
2. Provider Last Name
3. Title
4. Suffix
5. Provider Type
6. Provider Specialty
7. Affinity Provider ID
8. Tax ID
9. NPI
10. Group Affiliations
11. Gender
12. Date of Birth
13. Street Address
14. City
15. State
16. Zip
17. Office Phone
18. Other Phone
19. Fax
20. Accepting New Patients
21. Wheelchair Accessible
22. Age Restrictions
23. Gender Restrictions
24. Language Spoken

Provider Details

First Name John	Last Name Smith
Title Physician	Suffix MD
Provider Type PCP - Internal Medicine (MD)	Provider Specialty Internal Medicine
Affinity Provider ID 1234756578	Tax ID 11-3348737
NPI 4567382229	Group Affiliations 201424800070
Gender Male	Date of Birth 01/01/1970
Address 123 Front Street	City Flushing
State NY	Zip 10001
Office Phone 718-555-1212	Other Phone 718-555-3434
Fax 718-555-5656	Accepting New Patients Yes
Wheelchair Accessible Yes	Age Restrictions No Restrictions
Gender Restrictions No Restrictions	Languages Spoken English

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Member Benefits Description

The page will enable the user the ability to view a member’s current and historical benefit options. The user is redirected to this page after selecting the “Plan” link.

Member Information

The following fields are displayed:

1. Member Name
2. Affinity Member ID
3. Date of Birth
4. Gender

Benefit Description

The following fields are displayed:

1. Plan Name
2. Member Plan Effective Date
3. View Benefit Details – hyperlink to benefit details
4. Benefit Description History – hyperlink to historical benefit description

Note: Clicking on the “Back” button will return the user back to the “Eligibility & Benefit Search” page.

The screenshot displays two main sections: Member Information and Benefit Description. The Member Information section shows fields for Member Name (Smith, John), Affinity Member ID (1234567893), Date of Birth (01/01/1990), and Gender (Male). The Benefit Description section features a table with columns for Plan Name, Effective Date, Termination Date, and Details. A single row is visible with the plan name 'BHP Queens Essential Plan (> 58 - < = 50% FPL - Not AI/ANI)', an effective date of 08/01/2017, and a 'View Benefit Details' link. Below the table is a 'Benefit Description History +' link. At the bottom of the page is a 'Back' button.

Plan Name	Effective Date	Termination Date	Details
BHP Queens Essential Plan (> 58 - < = 50% FPL - Not AI/ANI)	08/01/2017	N/A	View Benefit Details

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Member History Benefits Description

This page will enable the user the ability to view a member’s current and historical benefit options

Member Information

The following fields are displayed:

1. Plan Name
2. Member Plan Effective Date
3. Member Plan Term Date
4. View Benefit Details
- 5.

Member Benefits – History Expanded View

The following fields are displayed:

1. Plan Name
2. Member Plan Effective Date
3. Member Plan Term Date
4. View Benefit Details – hyperlink to “Benefit Details” screen

Member Information			
Member Name	Smith, John		
Affinity Member ID	1234567893		
Date of Birth	01/01/1990		
Gender	Male		

Benefit Description			
Plan Name	Effective Date	Termination Date	Details
BHP Queens Essential Plan (> 138 - < = 150% FPL - Not AI/AN)	01/01/2017	N/A	View Benefit Details
Benefit Description History –			
BHP Queens Essential Plan 2 (> 138 - < = 150% FPL - Not AI/AN)	07/01/2016	12/31/2016	View Benefit Details
BHP Queens Essential Plan 3 (> 100 - < = 138% FPL)	01/01/2016	06/30/2016	View Benefit Details
Medicaid Queens TANF/SN - ADC Adult	09/01/2015	12/31/2015	View Benefit Details

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Note: Clicking on the “Back” will return the user back to the “Eligibility & Benefit Search” page.

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Member Benefits Details

This page enables the user to view the benefit details of members.

Member Benefit Details

The following fields are displayed:

1. Member Name
2. Affinity Member ID
3. Date of Birth
4. Plan Name
5. Member Plan Effective Date

Member Benefits & Coverage

1. Benefit
2. Coverage

Note: The user can scroll back and forth through pages by clicking on any of the various options provided

1. "Arrow" buttons ("<") (">")
2. "Previous" and/or "Next"
3. Select one of the numbers

The screenshot displays two sections of the Affinity Provider Portal. The top section, titled "Member Benefit Details", shows the following information:

Member Name	Smith, John
Affinity Member ID	1234567893
Date of Birth	01/01/1990
Plan Name	BHP Queens Essential Plan (> 138 - < = 150% FPL - Not A/(A/N))
Effective Date	07/01/2016

Below this section is a pagination control with arrows and the text "Previous 1 2 3 . . Next".

The bottom section, titled "Member Benefits and Coverage", is a table with two columns: "Benefit" and "Coverage".

Benefit	Coverage
Autologous Blood Banking	Covered: Yes Co-pay: \$ 0 Limitations: No Preauthorization: Yes
Adult Day Health Care	Covered: No
AIDS Adult Health Care	Covered: No
Ambulatory Surgery (including Anesthesia)	Covered: Yes Co-pay: No limitations: No Preauthorization: Yes for Hysterectomy/sterilization procedures regardless of place of service provider affiliation. Requests should be submitted 2 weeks prior to date of service
ABA Treatment for Autism Spectrum Disorder	Includes: Assistive Communication Devices for Autism Spectrum Disorder Covered: Yes Co-pay: \$ 0 Limitations: No Preauthorization: Yes
Bariatric Surgery	Covered: Yes Co-pay: No Limitations: No Preauthorization: Yes
Autologous Blood Banking	Covered: Yes Co-pay: \$ 0 Limitations: No Preauthorization: Yes
Adult Day Health Care	Covered: No
AIDS Adult Health Care	Covered: No
Ambulatory Surgery (including Anesthesia)	Covered: Yes Co-pay: No limitations: No Preauthorization: Yes for Hysterectomy/sterilization procedures regardless of place of service provider affiliation. Requests should be submitted 2 weeks prior to date of service
ABA Treatment for Autism Spectrum Disorder	Includes: Assistive Communication Devices for Autism Spectrum Disorder Covered: Yes Co-pay: \$ 0 Limitations: No Preauthorization: Yes
Bariatric Surgery	Covered: Yes Co-pay: No Limitations: No Preauthorization: Yes

At the bottom of the table is another pagination control with arrows and the text "Previous 1 2 3 . . Next".