Provider Notice

Date: **January 27th, 2023**

To: **All Community Care Plan Providers**

Subject: **New Guest Eligibility Lookup Feature**

Community Care Plan (CCP) is pleased to announce a new feature which makes it easier for your office staff to verify real-time eligibility and benefits for any of your patients with a health plan managed by CCP.   The new "Guest Eligibility" feature of our provider portal, PlanLink, allows your staff to input key member information and receive instant verification of member eligibility and benefits, without the need for a user account or login credentials.

The new Guest Eligibility feature provides access to:

- Member eligibility status and effective date
- Member's current PCP assignment (when applicable)
- Links to benefit information such as copays and covered services
- Remaining Family and Individual Deductibles (when applicable)
- Remaining Max Out of Pocket for Family and Individual (when applicable)

NOTE: For Memorial Healthcare System employee plan members (MMCP/ MCHP), you will need to enter the 2-digit suffix for each member for a successful search. Ask the member to provide you the 2-digit suffix found on their MyChart virtual ID card. (Typically, 00 for the employee, then 01, 02, 03, etc. for any dependents.)

As a reminder, a PlanLink user account and login credentials are required to access electronic authorization requests and electronic claim appeal/claim corrections. (PlanLink login credentials are not granted to third-party vendors, only to contracted providers.)

Please see the attached Guest Eligibility User Guide for detailed information.

If you have questions about this notice or need help using Guest Eligibility, please contact Community Care Plan at PlanLink@ccpcares.org