Provider Notice

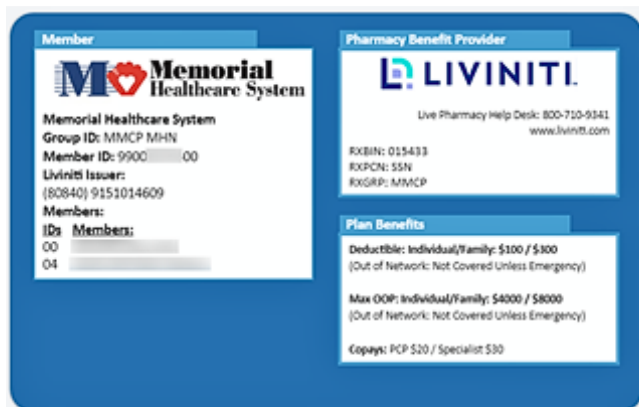|	
To:	MHS & CCP Employee Providers
Subject:	Use Full Member ID with Suffix for Eligibility Verification
Notice Date:	July 4, 2025

Dear Provider,

We are reaching out to remind MHS & CCP Employee providers of an important requirement when verifying member eligibility. When using the phone-based eligibility verification or the Guest Eligibility portal to verify member eligibility, please ensure you follow all necessary steps outlined for accurate verification.

Memorial Healthcare System and CCP employee plan members and dependents all have a 2-digit suffix (e.g., 00, 01, 02, etc.) following the main Member ID. **Failure to include the suffix will result in an unsuccessful eligibility search.**

Referencing the below ID cards as an example:
- The full member ID for "xxxxxxx" is "xxxxxxxxxx00)"
- The full member ID for "Jimmy Sample" is **SMPL000102**

Ensuring this information is entered correctly will allow for faster, more accurate eligibility checks and reduce unnecessary delays in care.
If you have any questions, please contact our Provider Operations team at CCP.provider@ccpcares.org.

Thank you for your continued partnership and support.

Community Care Plan