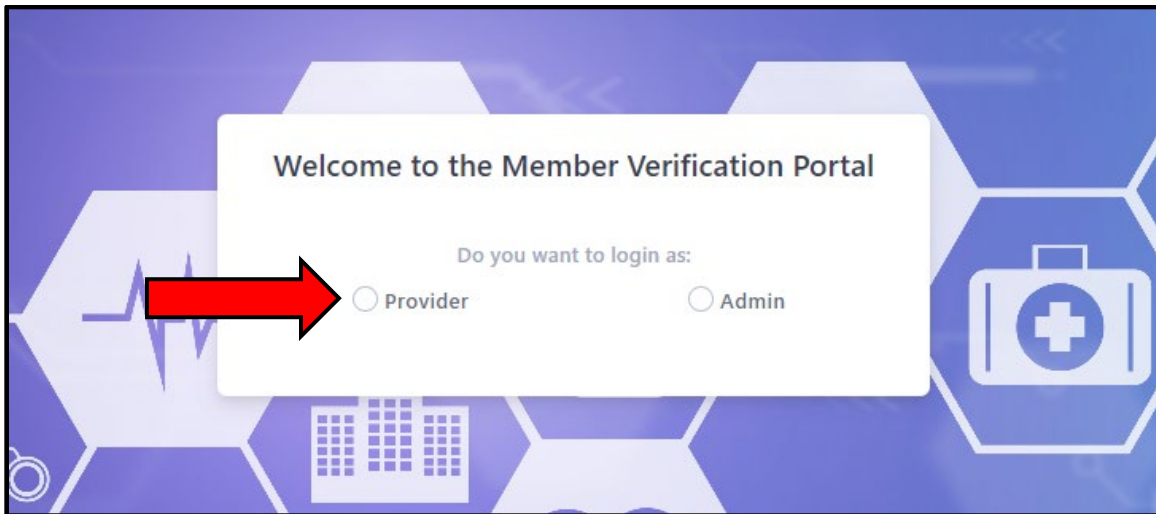


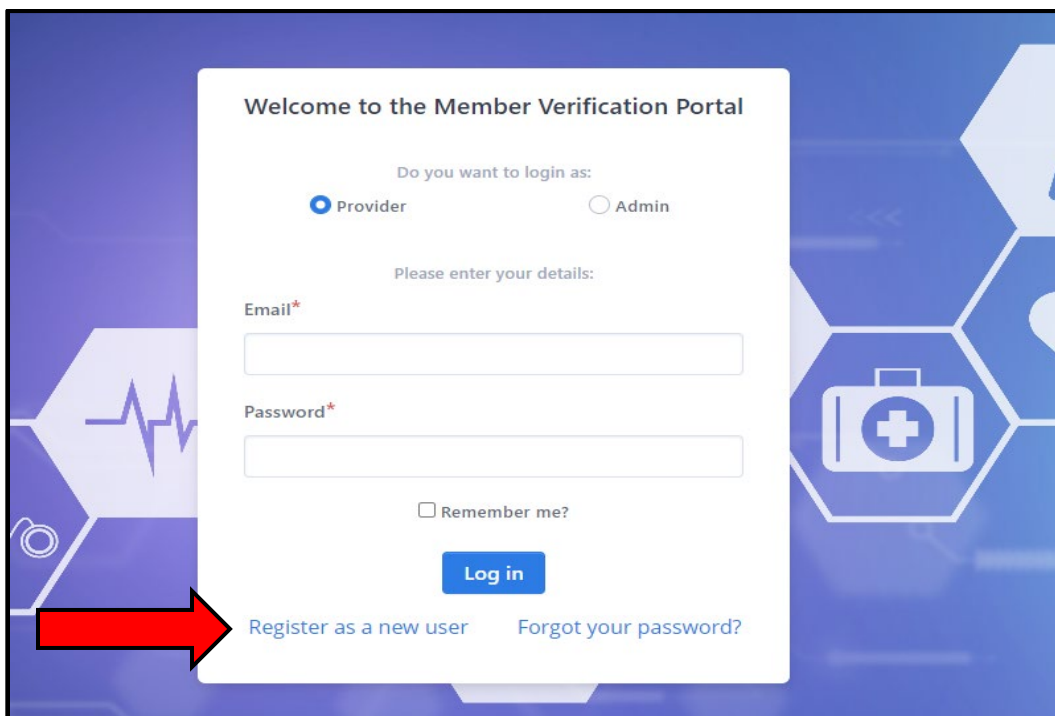
# Member Verification & Claim Status Portal

## How to Register

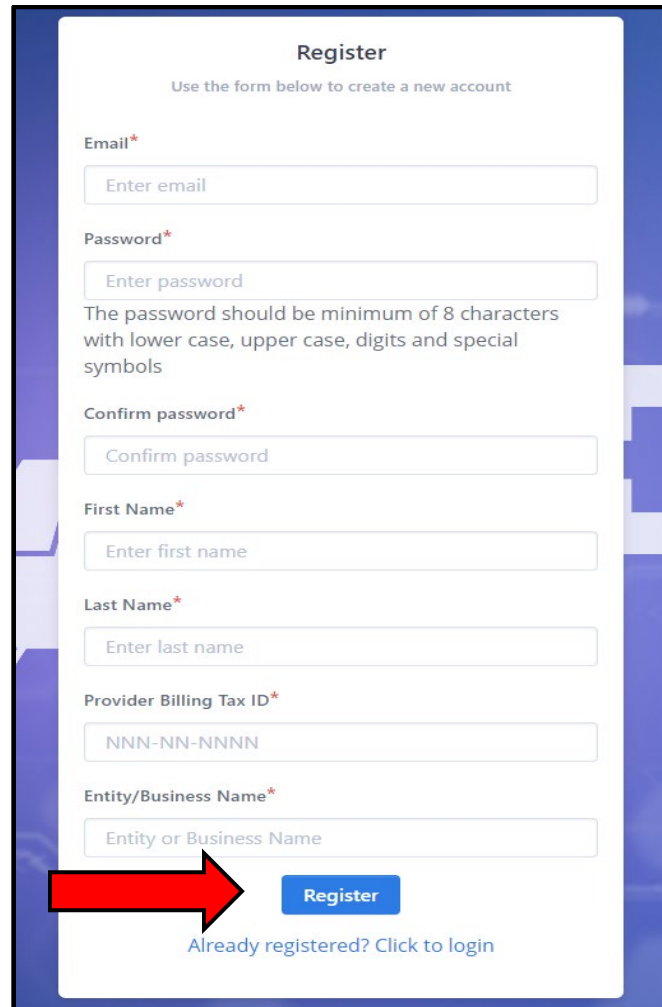
1. Access the Member Verification & Claim Status portal at the following web address:  
<https://www.ahfwebapplication.org/MemberEligibility/>
2. Select the option for "Provider" to be able to then enter your login information.



3. If you are a new user you will need to click on "Register as a new user" at the bottom of the dialog box.



4. Fill out all the fields and select “Register” at the bottom of the dialogue box. When registering please be sure to use your business/organization email address and **NOT** your personal email address.



**Register**  
Use the form below to create a new account

Email\*

Password\*  
  
The password should be minimum of 8 characters with lower case, upper case, digits and special symbols

Confirm password\*

First Name\*

Last Name\*

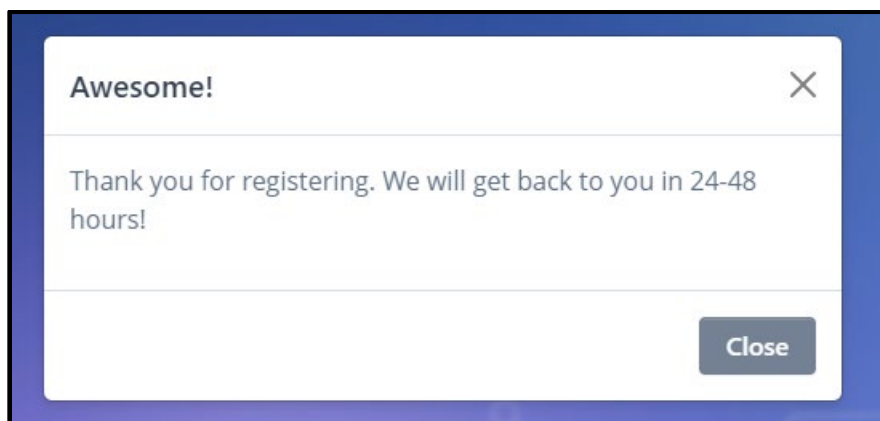
Provider Billing Tax ID\*

Entity/Business Name\*

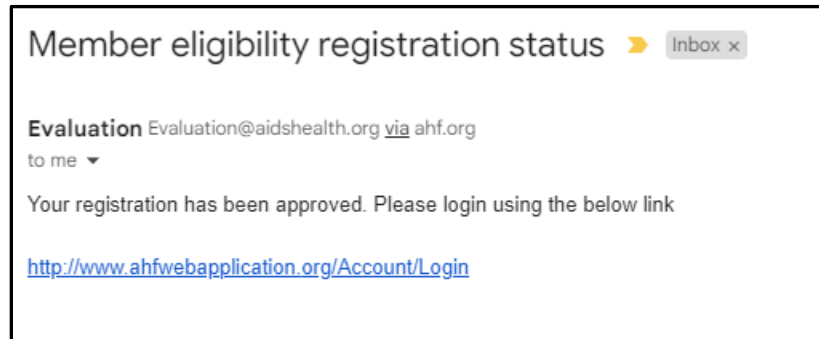
[Register](#)

[Already registered? Click to login](#)

Your application will be reviewed by our Provider Relations department and approval or denial should be received in 24-48 hours.



5. Once you are approved you should receive an email that looks similar to this:

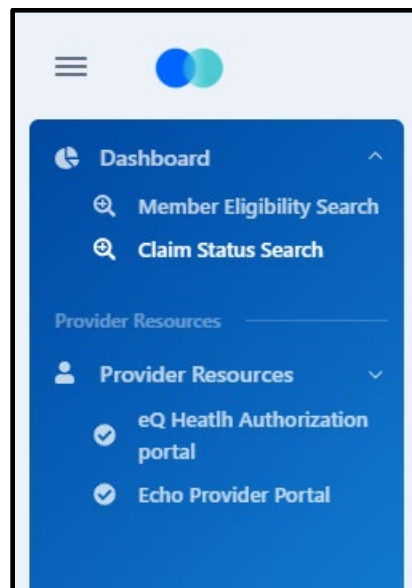


Click on the link. You will be directed to the log in screen and you can enter the login information you created.

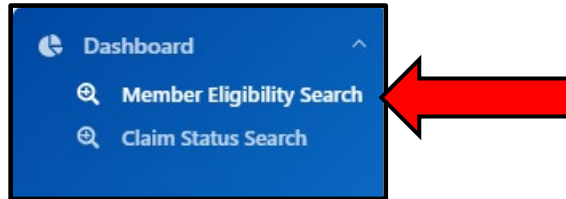
## Sidebar Navigation Options

Once you log in you will see the following options on the left-hand sidebar menu:

1. Dashboard
  - **Member Eligibility Search** – Used for searching eligibility for individual members.
  - **Claim Status Search** – Used for searching for individual or groups of claims records.
2. Provider Resources
  - **eQ Health Authorization Portal** – To be used if you need to request or check status on an authorization request. You will need to create an account to log in.
  - **Echo Provider Portal** – My claim status is paid, where is my payment and remittance advice? You will need to create an account or log in to be able to obtain more information on your payment.



# Member Eligibility Search



When searching for member eligibility there are two sets of criteria that can be used to return a successful search. Both sets of criteria must include using an Enrollee Date of Service (DOS).

1. **Enrollee DOS** + 1 Enrollee Identifier (Enrollee ID, MBI, CIN)

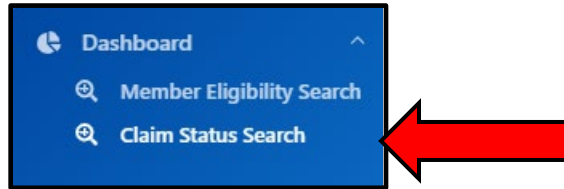
**OR**

2. **Enrollee DOS** + Enrollee First Name + Enrollee Last Name + Enrollee DOB

\*Any search that includes incorrect information will not return a successful search. Please double check that all information is correct.

Enrollee ID:	Enrollee ID(HS ID)	Enrollee DOS:*	mm/dd/yyyy
Enrollee MBI:	Enrollee MBI	Enrollee CIN:	Enrollee CIN
Enrollee Last Name:	Enrollee Last Name	Enrollee First Name:	Enrollee Frist Name
Enrollee DOB:	mm/dd/yyyy		

# Claims Status Search



When searching for claims status there are multiple sets of criteria that can be used to return a successful search. Any set of search criteria must include a Billing Tax ID, Date of Service (DOS) Start Date and Date of Service (DOS) End Date.

When searching for a particular enrollee there are two types of minimum search criteria that can be used:

1. Billing Tax ID + DOS Start Date + DOS End Date + 1 Enrollee Identifier (Enrollee ID, MBI, CIN)

**OR**

2. Billing Tax ID + DOS Start Date + DOS End Date + Enrollee First Name + Enrollee Last Name + Enrollee DOB

+

(Claim Number, Claim Type and Bill Charge Amount can be used to narrow a search)

\*Any search that includes incorrect information will not return a successful search. Please double check that all information is correct.

Enrollee ID:	Enrollee ID(HS ID)	Claim Number:	Claim Number
Enrollee Last Name:	Enrollee Last Name	Enrollee First Name:	Enrollee Frist Name
Enrollee Date of Birth:	mm/dd/yyyy <input type="text"/>	Billing Tax ID:*	Provider Billing Tax ID
Enrollee MBI:	Enrollee MBI	Enrollee CIN:	Enrollee CIN
Date of Service Start Date:*	mm/dd/yyyy <input type="text"/>	Date of Service End Date:*	mm/dd/yyyy <input type="text"/>
Claim Type:	Claim Type	Bill Charge Amount:	Bill charge amount
<input type="button" value="Search"/> <input type="button" value="Reset"/>			