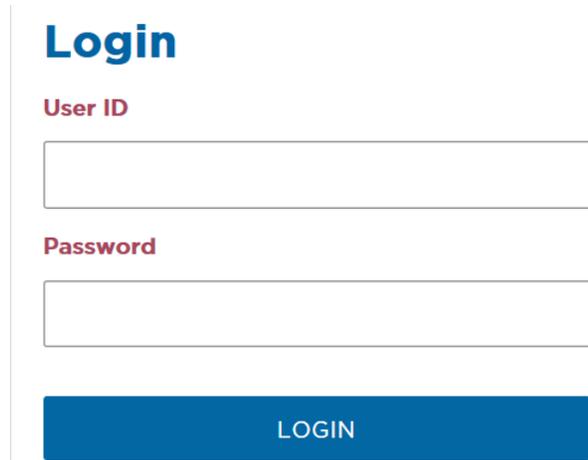


# How to Check a Member's Eligibility Without a Member ID Number on Tufts Health Provider Connect

**Step one:** Log into your Tufts Health Provider Connect/HealthTrio account using your user ID and password.



**Login**

User ID

Password

LOGIN

**Step two:** On the main page on the blue bar, hover over "Office Management".

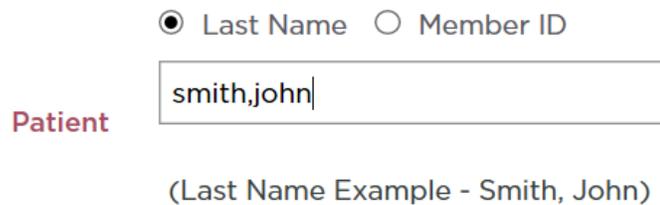


**Step three:** Click on "Eligibility".



**Step four:** Under "Conduct Patient Search" enter the member's last name followed by their first name.

## Conduct Patient Search



Last Name  Member ID

Patient

(Last Name Example - Smith, John)

**Step five:** After entering the member's name, scroll to the bottom of the page and click the Search button.

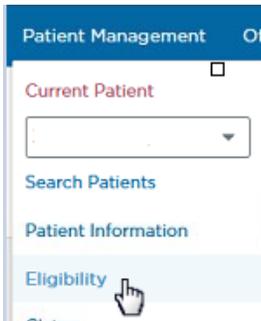


**Step six:** The Eligibility Search Result Screen will populate all members with that first and last name. Click Select on the row of the member in question.

### Patient Search Results

	Name	Sex	Birth Date	Address	Phone	ID	Primary Care Provider	Sponsor
<a href="#">SELECT</a>	SMITH, JOHN	M	08 Jun 1962	50 MASSACHUSETTS TRL, Springfield MA 01103	None	NOO-000000000	Haskell, Carolyn	TuftsMA
<a href="#">SELECT</a>	SMITH, JOHN	M	08 Jun 1962	100 LIBERTY ST, Springfield MA 01103	(413) 733-6000	NOO-000000000	Patel, Vijay	TuftsMA

**Step seven:** The member's record will populate. At the top of the screen on the blue bar, hover over "Patient Management" and select Eligibility.



**Step eight:** On this screen you will be able to see the member's current eligibility. Please see the eligibility disclaimer below outlined in red.

#### Benefit Plan Information

		<b>Start Date</b>	26 Apr 2019
<b>Product</b>	Tufts Health Direct (Non-Subsidized)	<b>End Date</b>	31 Dec 2019
<b>Network</b>	Tufts Health Plan	<b>Benefit Plan</b>	QHP PLATINUM ZERO
		<b>Relationship</b>	Self

#### Benefit Description

See Benefit Document Links Below

Due to a recent update to this provider portal, you may see the wrong **Plan Start Date** for a member listed in our system. This does not affect your member's eligibility or benefits. To see your member's actual **plan start date**, go to the top righthand corner of the **Eligibility** screen and select **View History**. You also can call **888.257.1985** and follow the prompts to talk with a provider services representative who will be happy to confirm your member's **Plan Start Date**. Thank you for being a Tufts Health Plan provider!

**Step nine:** To view a list of previous eligibility dates for a member, please click on the View History tab on this page.

 Print  View History  
**Help**

## Eligibility History For

Effective Dates	PCP	Network
26 Apr 2019 - 31 Dec 2019	Carrie A Sullivan NP	Tufts Health Plan
01 Jan 2019 - 25 Apr 2019	Carrie A Sullivan NP	Tufts Health Plan
01 Jan 2018 - 31 Dec 2018	Carrie A Sullivan NP	Tufts Health Plan