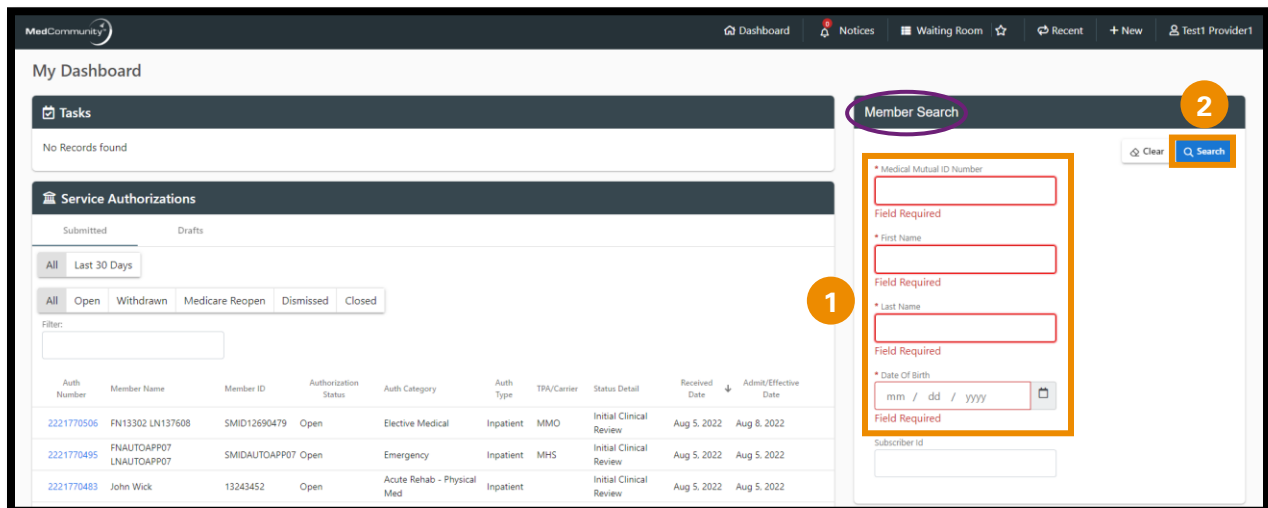


# MedCommunity Reference Guide:

## Adding A Newborn

### STEP 1 – Confirm Subscribing Parent Insurance Eligibility:

First, confirm that the Subscribing parent has active insurance coverage with Medical Mutual.



The screenshot displays the MedCommunity interface. On the right side, the 'Member Search' form is highlighted with a yellow box. The form includes the following fields:

- Medical Mutual ID Number (Field Required)
- First Name (Field Required)
- Last Name (Field Required)
- Date Of Birth (Field Required) with a calendar icon and the format 'mm / dd / yyyy'

A red circle with the number '1' is positioned to the left of the form fields, and a blue circle with the number '2' is positioned to the right of the form, near the 'Search' button.

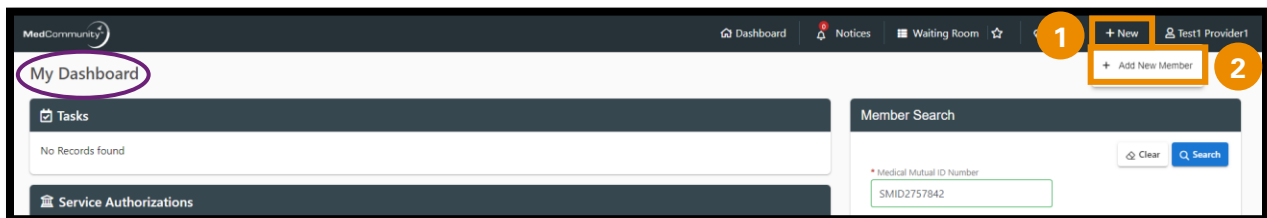
- Under Member Search, complete all fields with Subscribers information. (1)
  - **Note:** Medical Mutual ID Number, First Name, Last Name, DOB are all required fields to begin Member search.
  - **Note:** All fields must be completed to begin Member search.
- Click Search. (2)

Total Members Found 1

Member Name	Date Of Birth	Gender	Primary Member Address	Active	Phone Number
FN4980 LN27475	Feb 27, 1973	Male	ADDR15424413 CITY894415.	true	1 (440) 505-7951

- Review Active column for Subscribers active eligibility: (3)
  - True = active eligibility
  - False = no active eligibility
    - Please contact Customer Care (located on Subscriber’s Medical Mutual ID card) with question and to verify eligibility.
- Click Refine Search (4) to return to My Dashboard.

## STEP 2 – Add New Member Information:



- Click +New icon (1) in the global navigation bar.
- Click +Add New Member. (2)

Before adding a Member, users must search for possible duplicates in the database Search using First name and Last name, or SSN, or Medicaid #. Users may complete all the fields if desired.

\* Last Name: SMID2757842    \* First Name: Boy    Date of Birth: 08 / 03 / 2022

SSN: \_\_\_\_\_

Clear    Cancel    Add New Member

- Enter new Member’s Last Name, First Name and Date of Birth. (3)
  - **Note:** For single births or multiple births of different genders, use Girl or Boy in the First Name field.
  - **Note:** For multiple births of the same sex, use A Girl and B Girl in the First Name field.
- Click Add New Member (4) to be directed to the Personal Details screen.

- Use dropdown to select gender. (5)
- Enter the Subscribers Medical Mutual ID Number. (6)
- Special Needs radio buttons may be selected with known information. (7)
- Click Save (8) to be directed to the Profile Summary screen on the new members home screen.

**STEP 3 – Verify New Member’s Address Matches Subscribers:**

Address	Apts/Suite	City/Town	State/Province/Region	County	Zip/Postal Code	Source	Primary Address?	Preferred Mailing Address?	Start Date	End Date
ADDR15424413		CITY894415	OH	CNTY991749	ZIP88-7398	System Feed - CMS	Yes	Yes	10/28/21	

- Click down arrow (1) on the addresses tab.
- Confirm that address displayed (2) is a match to the Subscribing Member’s (Parent’s) address.
- Click Dashboard icon (3) to return to My Dashboard screen.

**To add a Service Authorization request for the new Member, see: “MedCommunity Reference Guide: Submitting New Service Authorization”**