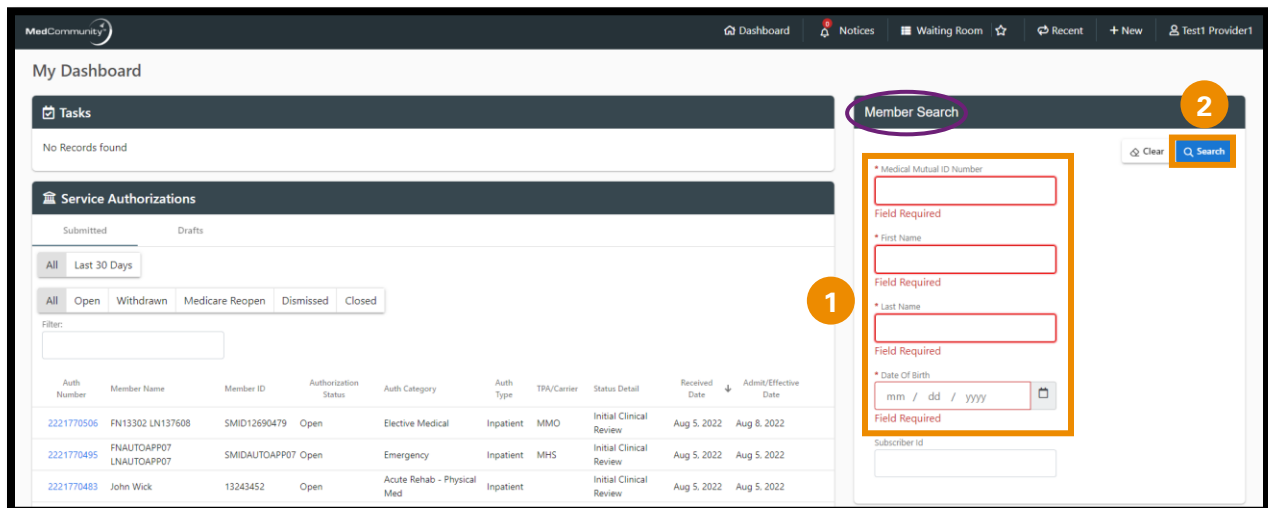


MedCommunity Reference Guide:

Adding A New Member

STEP 1 – Confirm Subscribing Parent Insurance Eligibility:

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



Auth Number	Member Name	Member ID	Authorization Status	Auth Category	Auth Type	TPA/Carrier	Status Detail	Received Date	Admit/Effective Date
2221770506	FN13302 LN137608	SMID12690479	Open	Elective Medical	Inpatient	MMO	Initial Clinical Review	Aug 5, 2022	Aug 8, 2022
2221770495	FNAUTOAPP07 LNAUTOAPP07	SMIDAUTOAPP07	Open	Emergency	Inpatient	MHS	Initial Clinical Review	Aug 5, 2022	Aug 5, 2022
2221770483	John Wick	13243452	Open	Acute Rehab - Physical Med	Inpatient		Initial Clinical Review	Aug 5, 2022	Aug 5, 2022

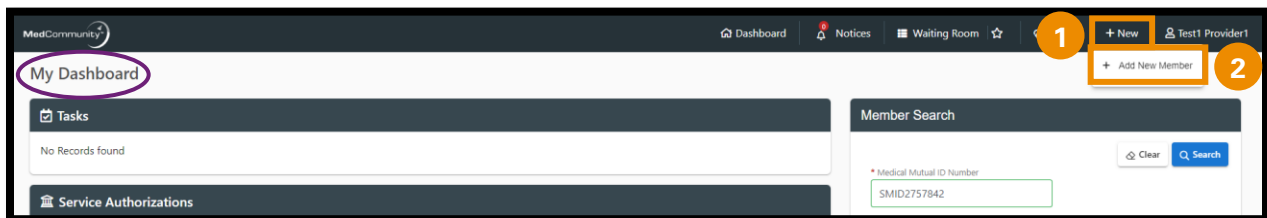
- Under Member Search, complete all fields with Subscribers information. (1)
 - **Note:** Medical Mutual ID Number, First Name, Last Name, DOB are all required fields to begin Member search.
 - **Note:** All fields must be completed to begin Member search.
- Click Search. (2)

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	CNT991749	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”