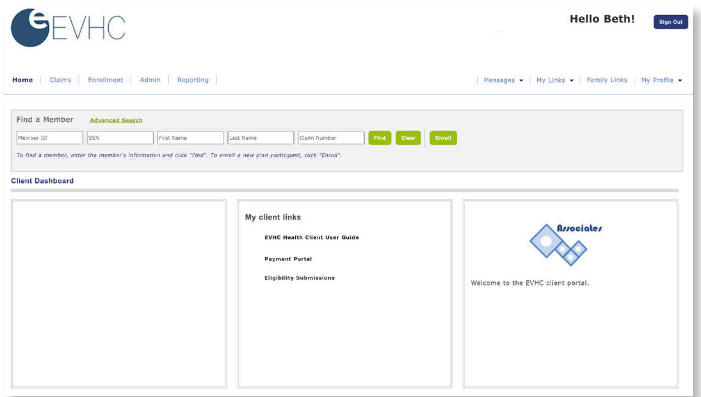
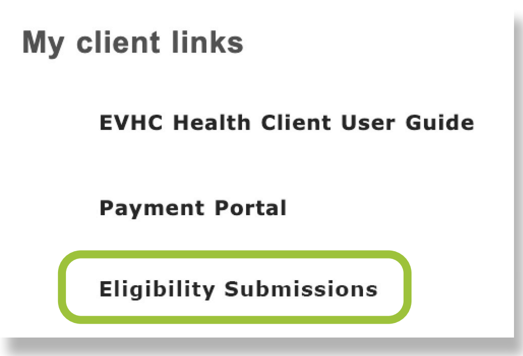
Submitting Eligibility Requests via Portal

Submitting your eligibility change requests via your portal is as quick and easy as submitting via email, but far more secure. If you already use the Real Time Eligibility (RTE) functionality for your updates, please continue to do so. If not, just follow these steps:

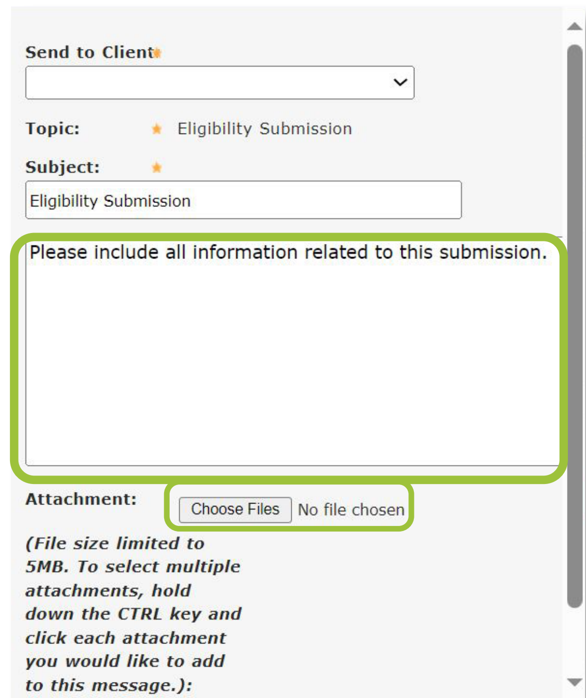
1. Register for the portal (if you haven't already). You only have to register for the portal ONCE. To register, you'll need the client code as provided by your client manager.



2. Click the Eligibility Submissions link in the My Links section of the portal homepage. NOTE: Depending on your plan and permissions, the other links shown in this section may vary.



3. A pre-populated Eligibility Submission message template will open. You can enter your update in the message body OR add an attachment with the necessary information.



4. Verify your information and then click Submit to send your request. Our standard turnaround time is 2–3 business days for non-urgent requests.

5. Go to your portal Message Center to see any additional correspondence about your request including confirmation of completion, after you submit. You'll receive an email notification when there's a response or new message in the Message Center.

EVHC

LH-3227-EV-0524