

Please circulate to others and file in your *Provider Manual* for future reference.

April 2017


Reminder of CHG's Member Eligibility Reports

CHG would like to remind our providers of our on-line tools that can make the work of your staff more efficient when identifying *new members*. Identification of new members enrolled in your site will assist you with complying with CHG's Initial Health Assessments (IHA) requirements.

It is the PCP's responsibility to attempt to schedule and provide an IHA within **120 calendar days for Medi-Cal members** and **90 days for Medicare members** from the date of program eligibility, unless the PCP determines that the member's medical record contains complete and current information to allow for assessment of the member's health status and health risks.

Below are instructions to CHG's eligibility reports!

- STEP ONE:**
- Select** Log on to www.chgsd.com
 - Select** Providers
 - Select** Provider Access
- STEP TWO:**
- Type** Assigned Login and Password
 - Click** Login
 - Select** Providers
(Drop down menu will appear)
- STEP THREE:**
- Select** Member Eligibility Status
(From Drop down Menu)
 - Click** View Reports
 - Select Tab** New Members
 - Select** Month (from dropdown menu)
 - Click** View report

Your office has the option to view the new member eligibility report on-line or export information into the following formats: Word, Excel, PDF, XML, and CSV (click on the export icon ).

If your office does not have an on-line account to verify eligibility, authorization or claims status, please contact CHG's Community Services Department at (619) 240-8878.

