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Provider Portal
Member Profile Page Guide

This guide highlights key enhancements designed to improve navigation, display important plan details, and streamline access to member information. We walk you through the new layout, search functions, and quick-access features that simplify your workflow.

Here's what's changed:

Enhanced member & plan information
The member's plan name, deductible, maximum out-of-pocket costs, benefit limits, and referral requirements (as applicable by plan type) are now clearly displayed for quicker coverage confirmation.

Quick access to member status details
Simply hover over the status icon next to the member's status to instantly view a clear status definition (e.g., "The member is eligible for covered benefits"), making it easier to verify coverage eligibility at a glance.

Improved information hierarchy
Critical details are better organized, reducing clicks, and making it easier to access key information like plan details and coverage requirements.

Streamlined navigation
Simplified and more visible tabs allow faster switching between benefits, authorizations, and claims for a smoother workflow.

Expanded search capabilities
Network search: Quickly check a provider's in-network status by searching provider name or NPI, with a clear provider/facility toggle.

Benefits search: Easily search for specific coverage details using keywords to find relevant benefits, location-specific details, and plan requirements such as referrals.
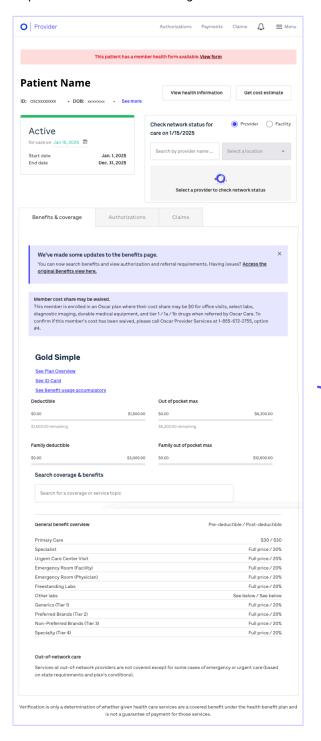
Clean, modern layout
A simplified design reduces clutter, improves readability, and makes it easier to locate essential tools and information.

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Before

The member profile page had a basic layout with limited visibility into key plan details. Critical information like plan name, deductible, out-of-pocket costs, and benefit limits were less accessible, and navigation between sections required more clicks and scrolling.

After

Our updated member profile page features a streamlined design with an improved information hierarchy. Key plan details, including deductibles, coverage limits, and referral requirements, are now clearly displayed. Enhanced search functions and simplified navigation make it easier to access member information.