

## Quick Reference Guide: How to Verify Eligibility

Secure Provider Portal



To verify if a patient is eligible for Ambetter from Superior HealthPlan, please follow the steps below:

1. Go to [Provider.SuperiorHealthPlan.com](https://Provider.SuperiorHealthPlan.com) and log into the Secure Provider Portal.
  - If you have not registered for the portal or need help getting access, please click on **Create New Account**.
2. Once you have logged into the portal, select “Ambetter” as your **Plan Type**.

A screenshot of the Ambetter dashboard. The top navigation bar includes icons for Eligibility, Patients, PCP Referrals, Authorizations, Claims, Messaging, and Help. Below the navigation bar, there is a section for "Viewing Dashboard For:" with a dropdown menu for "TIN" and another dropdown menu for "Plan Type" which is currently set to "Ambetter". A green "GO" button is next to the Plan Type dropdown.

3. Click on the **Eligibility** icon on the top toolbar.

A screenshot of the Ambetter dashboard, similar to the previous one, but with the "Eligibility" icon in the top navigation bar highlighted with a red box.

4. Under **Eligibly Search**, select the **Service Date Start/End**, then input the member's **Member ID or Last Name** and their **Date of Birth** and click **Check Eligibility**.

A screenshot of the "Eligibility Search" form. The form has a title "Eligibility Search" in a red box. Below the title, there is a note: "This search will search eligibility for any member of the selected plan type. to search other plan types, change the selection in the dropdown above." The form contains four input fields: "Service Date Start" (with a calendar icon), "Service Date End" (with a calendar icon), "Member ID or Last Name" (with a search icon), and "Date of Birth" (with a calendar icon). Each field has a placeholder "MM/DD/YYYY". A red box highlights the "Check Eligibility" button on the right.

**Ambetter.SuperiorHealthPlan.com**

SHP\_202511920

5. Confirm the patient is **Eligible** and confirm their Ambetter plan in the **Plan Type** field.
- **Eligible** options can be a green box with a check mark (member is eligible), or a red box with an exclamation mark (member is not eligible).
  - **Plan Type** options will show “Value” in the name for Ambetter Value, or just the plan name for Ambetter Premier” (Ambetter Silver and Gold).

Eligibility Search History EXPORT AS CSV

☒ Eligible ×

Date of Birth  Member ID

[View patient info](#) | [Review care gaps](#) | Recent ADT? No | This member does not require referrals. State TX

Service Date Range	03/31/2025 - 03/31/2025	Checked Date	03/31/2025
Current Eligibility	02/01/2025 - 12/31/2025	Plan Type	Focused Silver
Previous Eligibility	-	Plan Type	

[LOG ER VISIT](#) [CREATE PCP REFERRAL](#) [CREATE AUTH](#) [CREATE CLAIM](#)

Eligibility Search History EXPORT AS CSV

☒ Eligible ×

Date of Birth  Member ID

[View patient info](#) | [Review care gaps](#) | Recent ADT? No | This member requires referrals. State TX

Service Date Range	03/31/2025 - 03/31/2025	Checked Date	03/31/2025
Current Eligibility	02/01/2025 - 12/31/2025	Plan Type	Focused VALUE Silver
Previous Eligibility	-	Plan Type	

[LOG ER VISIT](#) [CREATE PCP REFERRAL](#) [CREATE AUTH](#) [CREATE CLAIM](#)

6. Plan information can also be found in the member’s profile under the **Overview** tab, under **Eligibility History**.

**Overview**

Cost Sharing

Benefits Usage

Assessments

Health Record

**Overview**

👍 This patient is eligible as of today, Mar 31, 2025 The premium paid through date is Apr 30, 2025. and the claims paid through date is Jun 30, 2025.

- In the profile, providers will need to pay attention to the following to determine the current plan for the member:
  - The **Product Description**, which can be “Value” (Ambetter Value), and Gold or Silver (Ambetter Premier).
  - The most recent **Start Date** indicates when the member began participating in the plan.

Eligibility History				Eligibility History			
Start Date	End Date	Product Name	Product Description	Start Date	End Date	Product Name	Product Description
Jan 1, 2025	Dec 31, 2025	CMS Silver 94% VAD	Standard Silver VALUE + Vision + Adult Dental	Jan 1, 2025	Dec 31, 2025	Balance C32 94%	Focused Silver