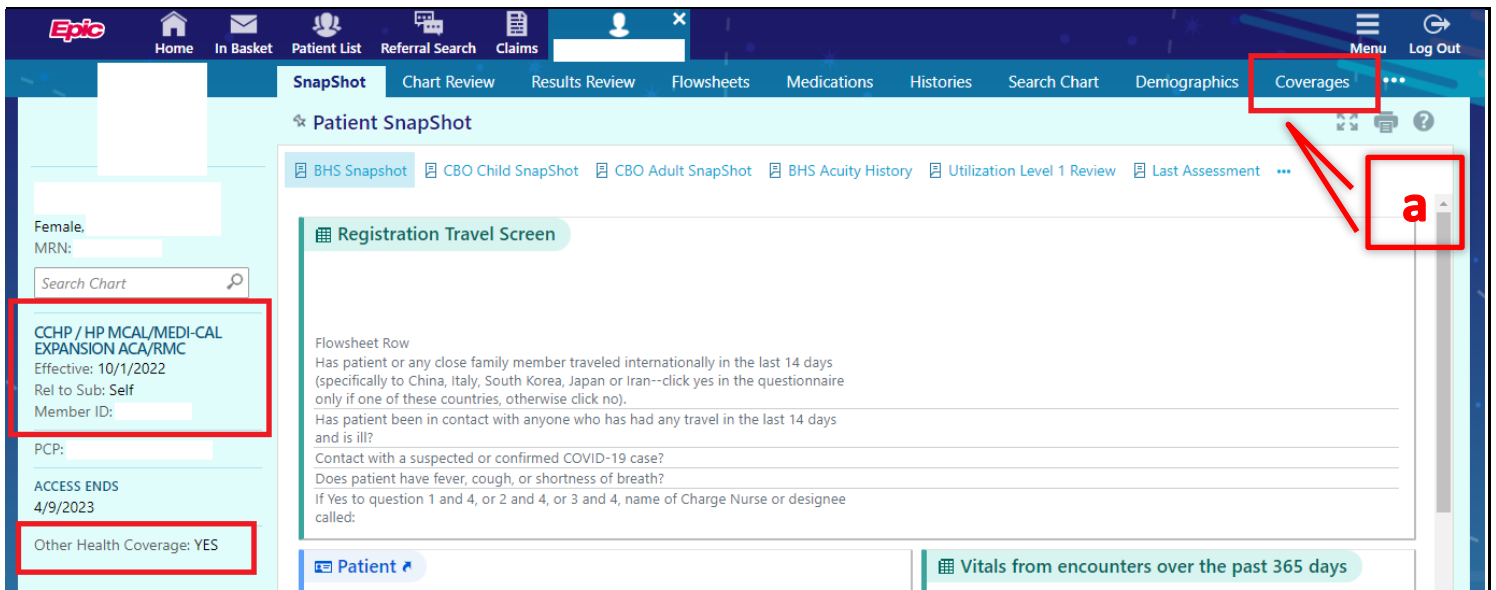
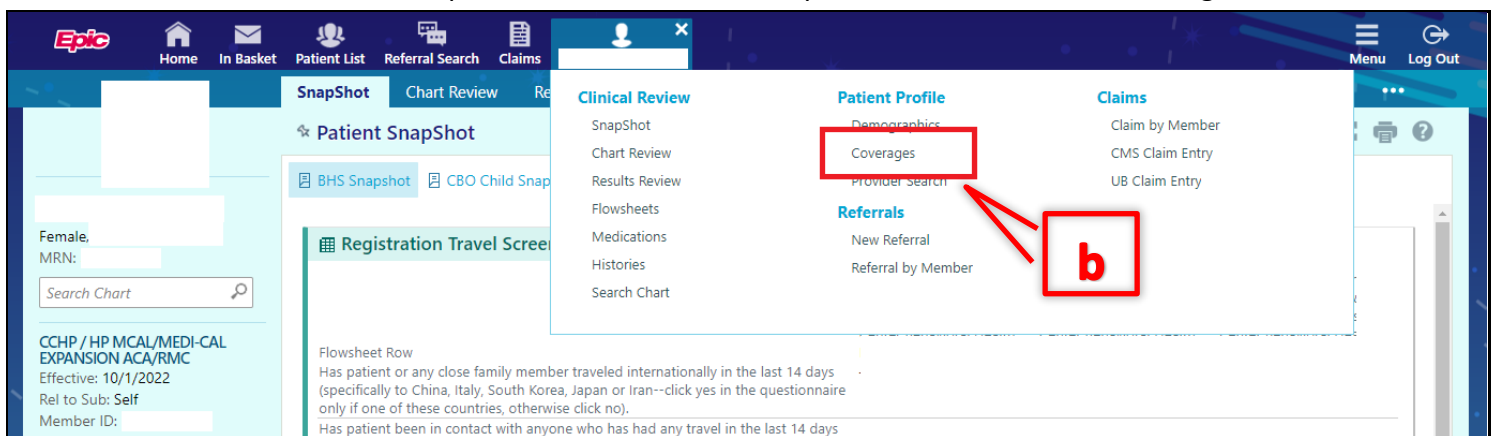


1. Open a patient's record (see tip sheet #1). You will see managed care coverage information on the Patient Story Board. If **Other Health Coverage** indicator says **YES**, you must always review coverages and coverage details for additional information.
2. You can access Coverages two ways:

a. On the patient menu toolbar, Click the Coverages tab (next to Demographics tab).

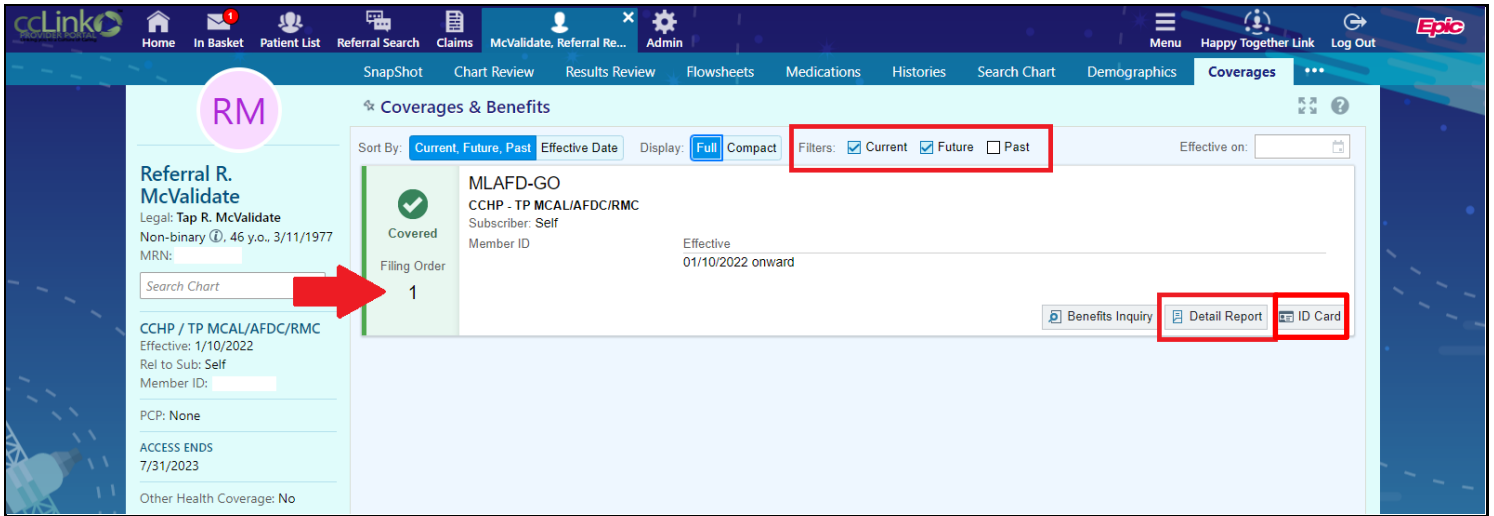


b. Hover over the patient's name to see a drop-down menu. Click on Coverages.

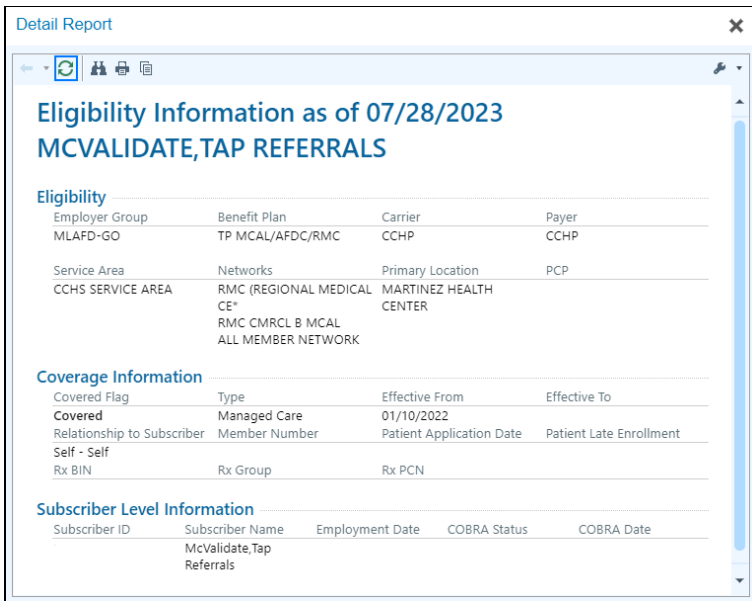


The most current Coverage will be displayed with the effective date.

3. To see past coverages, click the **Past** checkbox in Filters.



4. If needed, click **Detail Report** button to see the coverage details. You can also click on **ID card** if temporary CCHP ID card is requested by or needed for member.



Coverage Detail Report

**Important reminders:**

- CCHP can only confirm CCHP coverage information.
- Any Other Health Insurance information is provided to us from DHCS for Medi-Cal members only and must be updated with DHCS.
- Other Health Coverage benefit verification should be done directly with the other insurance.
- Filing Order information indicates a member's other insurance coverage as a guideline to bill payers in correct sequence.