



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 relationship manager.

The screenshot shows the Wellstar Health Plan portal. At the top, there's a 'Hello CS!' message and a 'Logout' button. Below that, there's a navigation bar with links like 'Home', 'My Expenses', 'About Me', 'My Correspondence', 'Messages', 'My Links', 'Family Links', and 'My Profile'. A 'Find a Member' section is visible, followed by a 'Client Dashboard'. The 'My client links' section is highlighted with a purple box, showing four options: 'Beyond Insights Administrative Reports', 'Beyond Insights Analytical Reports', 'Request an ID Card for a Member', and 'Eligibility Submissions'.

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

This is a close-up of the 'My client links' section from the previous screenshot. It shows four links with icons: 'Beyond Insights Administrative Reports' (bar chart), 'Beyond Insights Analytical Reports' (bar chart), 'Request an ID Card for a Member' (ID card), and 'Eligibility Submissions' (document). The 'Eligibility Submissions' link is highlighted with a purple box.

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.

The screenshot shows the 'Eligibility Submission' message template. The 'Topic' is 'Eligibility Submission'. The 'Subject' field is pre-populated with 'Eligibility Submission'. Below the subject field, there's a large text area for the message body. The 'Attachment' section shows a 'Choose Files' button and a 'No file chosen' message. Below the attachment section, there's a note: '(File size limited to 5MB. To select multiple attachments, hold down the CTRL key and click each attachment you would like to add to this message.)'.

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.