

## **Reminder Verification of Member Eligibility – Discontinuation of POS Terminal**

**October 6, 2011**

Dear Phoenix Health Plan (PHP) and Abrazo Advantage Health Plan (AAHP) Providers,

PHP and AAHP would like to remind all providers to check member eligibility on all members at each date of service.

We would also like to take this opportunity to remind everyone that we no longer support the POS Terminal for eligibility verifications and invite providers to make use of our websites to verify member eligibility. We have found that the majority of our providers prefer this method, but have noticed a few providers continue to use the POS terminal to check member eligibility. Please be aware that PHP/AAHP has not supported this method since November 1, 2009.

Member verification through PHP's and AAHP's websites provides much more information than just eligibility. You may look up the member's: rate code, birthday, phone number, address and the primary care provider's name, address and phone number, in addition to coordination of benefits information. Our websites provide real-time information and unlimited access 24 hours / 7-days-a-week.

To register for the PHP/AAHP secure website(s), please visit our websites at:

<https://secure.phxhealthplan.com/login.asp> or <https://secure1.phxhealthplan.com/login.asp>

Eligibility may also be verified on the AHCCCS website:

<https://azweb.statemedicaid.us/Home.asp>

**\*\*\*\*\*Please note SOBRA Family Planning members, as determined by rate code, are only eligible for family planning services. \*\*\*\*\***

Please forward this information as appropriate to your multiple offices and/or billing agencies that make use of the POS terminal.

If you have any questions, contact your provider representative at 602.824.3700 or 800.747.7997.

*THANK YOU*

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**Network Management**  
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Visit our websites at [www.phoenixhealthplan.com](http://www.phoenixhealthplan.com) & [www.abrazoadvantage.com](http://www.abrazoadvantage.com)