Employer Portal: Roster Management - Search for a Member

Quick Reference Guide (QRG)

This Quick Reference Guide (QRG) will provide an overview to search a member.

Click Roster Management Tab	→	Click Member Search	→	Select Member ID or First/Last/SSN in the Search by field	→	Enter Member ID or First/Last/ SSN	→	Optional: Click Include Family Checkbox	→	Click Search	→	Click Member ID from Search Results to View Member Details
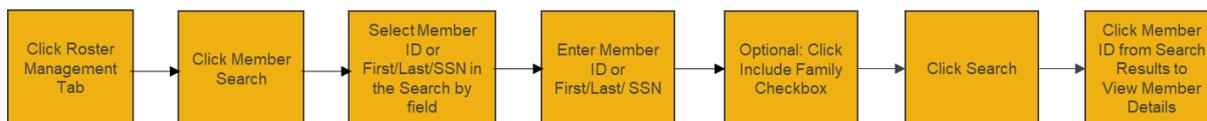
Let's look at the steps in detail for searching a member.

Purpose: To search a member.

Step 1:	1. From the **Emblem Health** Home page menu bar, select the **Roster Management** drop-down menu. 2. From the drop-down menu, select **Member Search.**

Step 2:	The Member Search screen displays. 1. To search using Member ID, select the **Member ID** option from the **Search by*** drop-down menu.

Employer Portal – Subscriber Navigation

Step 3:	1. Enter the **Member ID**. 2. Click **Search.**

- GROUP 2773

Member Search

Search by* ⓘ
Member ID ⌄

Member ID* ⓘ
K8049400001

☐ Include Family ⓘ

[Search]   [Reset Search]

*Required information

Exporting search results will show more details for each member.

[Export Member Details]

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status

Step 4:	The subscriber details display. 1. Click the **Member ID.** 2. (Optional) Click **Export Member Details** to download member details to an Excel sheet.

Member Search

Search by* ⓘ
Member ID ⌄

Member ID* ⓘ
K8049400001

☐ Include Family ⓘ

[Search]   [Reset Search]

*Required information

Exporting search results will show more details for each member.

[Export Member Details]

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status
1001	1001	K8049400001	ALEX, LAWREN HAROLD	01/31/1954	XXX-XX-7785	Male	Subscriber	01/01/2020			01/01/2019	Active

TOTAL RECORDS: 1

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Step 5:

The Subscriber Details screen displays.

Subscriber Details

1001 - GROUP 2773

Subscriber Actions ∨

Status	Termination Date	Member Name	Member ID
Active	-	LAWREN HAROLD ALEX	K8049400001

Address	Email	Mobile Phone Number	DOB
461 Cherry, New York, NY, 10027	-	-	01/31/1954

Marital Status	SSN	Gender	Referral Required
Married	XXX-XX-7785	Male	No

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Step 1:

1. (Alternate) To search using First Name, Last Name and SSN, select **First/Last/SSN** option from **Search by*** drop-down menu of the Member Search screen.

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Member Search

Search by* ⓘ
First/Last/SSN ▾

First Name ⓘ

Last Name* ⓘ

Last 4 SSN ⓘ

Reset Search

*Required information

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status

Step 2:

1. Enter the **First Name**, **Last Name** and the last 4 digits of the SSN in the **Last 4 SSN** field.
   Note: Enter at least 2 characters in First name and Last Name fields. Last 4 SSN field is optional.
2. (Optional) Click **Reset Search** to search again.
3. (Optional) Click **Export Member Details** to view search results in an Excel file.

- GROUP 2773

Member Search

Search by* ⓘ
First/Last/SSN ▾

First Name ⓘ
La

Last Name* ⓘ
Al

Last 4 SSN ⓘ

Search   Reset Search

*Required information

Exporting search results will show more details for each member.

Export Member Details

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status

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Step 3:	The member details display.
	1. Click **the Member ID**.

Member Search

Search by* ⓘ	First Name ⓘ	Last Name* ⓘ
First/Last/SSN	Lawren Harold	Alex

Last 4 SSN ⓘ
7785

Search   Reset Search

*Required information

Exporting search results will show more details for each member.

Export Member Details

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status
1001	1001	K8049400001	ALEX, LAWREN HAROLD	01/31/1954	XXX-XX-7785	Male	Subscriber	01/01/2020			01/01/2019	Active

TOTAL RECORDS: 1

Step 4:	The Subscriber Details screen displays.

Subscriber Details

Subscriber Actions ⌄

Status	Termination Date	Member Name	Member ID
Active	-	LAWREN HAROLD ALEX	K8049400001

Address	Email	Mobile Phone Number	DOB
461 Cherry, New York, NY, 10027	-	-	01/31/1954

Marital Status	SSN	Gender	Referral Required
Married	XXX-XX-7785	Male	No

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Step 1:

Note: Quick Member Search facilitates member search using First Name or/and Last Name.

1. From the **Emblem Health** Home page, scroll down to Quick Member Search section.

Home	Roster Management ˅	Billing	Transaction History	Find Care	Secure Messaging	User Management ˅	Resources ˅	More

EMBLEMHEALTH HMO PREFERRED PLUS - MH000001

EMBLEMHEALTH EPO - ME001160

View Group Plans

🔍 **Quick Member Search by First and Last Name**

Step 2:

1. Enter First Name or Last Name in the search box.
The Member Details appear below the search box.
2. Click the member details.

🔍 **Quick Member search**

LAWREN 🔍

LAWREN HAROLD ALEX K8049400001 461 Cherry 967,New York,NY,10027

Step 3:

The Subscriber Details screen displays.

Subscriber Details

Subscriber Actions ˅

Status	Termination Date	Member Name	Member ID
Active	-	LAWREN HAROLD ALEX	K8049400001
Address	**Email**	**Mobile Phone Number**	**DOB**
461 Cherry, New York, NY, 10027	-	-	01/31/1954
Marital Status	**SSN**	**Gender**	**Referral Required**
Married	XXX-XX-7785	Male	No

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Thank You