The patient module from the MCO Provider Portal is a great reference to what your MCO currently has for a particular consumer or consumers. In this module you can identify current and historical consumer demographics, authorizations, diagnosis and insurance eligibility.

To load the patient module, click on MENU from the HOME screen, then choose Patient then Patient Search.

**Base Tab**

Do not forget the method of shuffling around, maximizing and retracting tiles by choosing the box arrow symbol and utilizing your various views clicking the numbers in each tile.

**NOTE:** any demographic or clinical updates will be handled through Client Update Requests.
Clinical Documentation Tile **(TOP)**

The Clinical Documentation Tile gives you as the Provider an opportunity to manually upload any supporting documentation that the MCO will need straight to the consumers record.

Address and Insurance Tile

These two tiles are view only tiles. These are to reference the consumer’s Address and Insurance information. Looking at this will determine if a client update request needs to be submitted.
Clinical Tab

Authorization

Diagnosis

Target Pop