JOINT VENTURE HOSPITAL LABORATORIES
JVHL User Guide for On-line Eligibility

JVHL Document Review Signatures

Originator:	KDeCoster	**Date of Origin:**	12/16/2009
Approved by:	Pmartyniak, COO	**Approved Date:**	12/16/2009
Reviewed by:	Dmoceri/Rramey	**Reviewed Date:**	07/15/2011, 09/15/2012, 09/05/2013, 08/14/2014tc, 05/26/2015tc, 06/02/2015dm, 11/30/2015mh, 4/27/2016tc/dm, 2/24/2017dm, 2/8/2018dm; 1/28/2018dm, 01/28/2019, 2/28/2020dm, 1/4/2021dm, 1/4/2021rmr, 12/23/2021dm, 1/14/2022rr, 12/21/2022dm, 12/21/2022rr, 2/5/2024dm, 2/12/2024rmr

Document Change Control

|		
09/05/2013	Mhansen	Updated format to add document change control table
05/26/2015	Tcompean	Updated my portion of the instructions and pictures to reflect the new JVHL website.
06/02/2015	Dmoceri	Changed screen shots for eligibility lookup section to match new look.
11/30/2015	Mhansen	Removed references of PLM from procedure
4/27/2016	Tcompean	Updated and added screen shots and instructions to follow steps of the new JVHL Website.
1/7/2017	Tcompean	Updated and added screen shots and instructions to follow steps of the new JVHL Website.
1/22/2018	Tcompean	Updated and added screen shots and instructions to follow steps of the new JVHL Website.
02/14/2018	Mhansen	Updated new logo
01/22/2019	Mhansen	Updated all screen shots. And removed Tcompean as a primary reviewer and added Jnorris
01/28/2019	Mhansen	Jnorris and Dmoceri both signed off on task list on 1/22/19 and 1/28/2019 respectively
7/17/2019	Pmartyniak	Added frequency of review
7/24/2019	Pmartyniak	Removed Figure 8 (pgs. 7 &8) and Figure 9 (pg. 8)
7/25/2019	Pmartyniak	Removed employee email addresses, revised primary reviewer to DM and secondary to RR, redacted info in figures 4,5,6,7 and exiting system
02/28/2020	Dmoceri	Reviewed, No Updates
02/28/2020	Rramey	Changed www.plmweb.org to plmweb.jvhl.org
1/4/2021	Dmoceri	Reviewed. No updates.
3/31/2021	Kjustice	Changed the footer from Confidential to Sensitive
12/23/2021	Dmoceri	Reviewed. No updates.
1/14/2022	Rramey	Reviewed
12/21/2022	**Dmoceri**	**Reviewed no changes**
12/21/2022	**RRamey**	**Reviewed**
2/5/2024	**Dmoceri**	**reviewed**
2/12/2024	**RRamey**	**Reviewed, no changes**

Frequency of Review:

This guide will be reviewed annually for accurate content and procedural steps by the JVHL IT Specialist and by the JVHL Director of IT for contractual and regulatory compliance.

Access the Website:
To access the online JVHL Eligibility Inquiry System enter the URL www.jvhl.org, log in to the JVHL Resource Center by clicking on Login located in the upper right corner of the page (See Figure 1).

Figure 1: Home Page
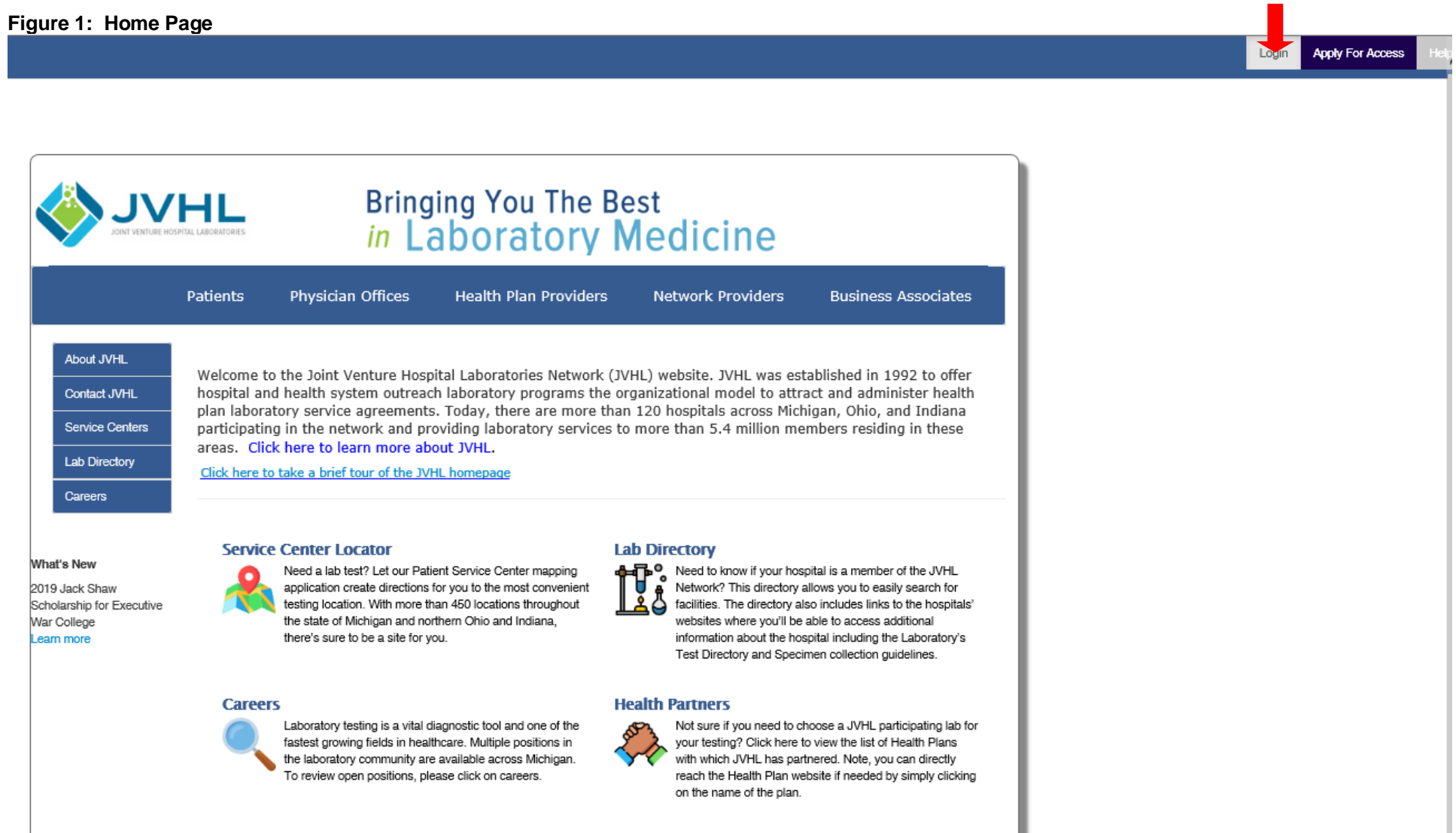
After selecting the 'Login' option on the home page a new screen will prompt the user to enter in his/her Username and Password, as displayed in **Figure 2** below.

Figure 2: The Login Page
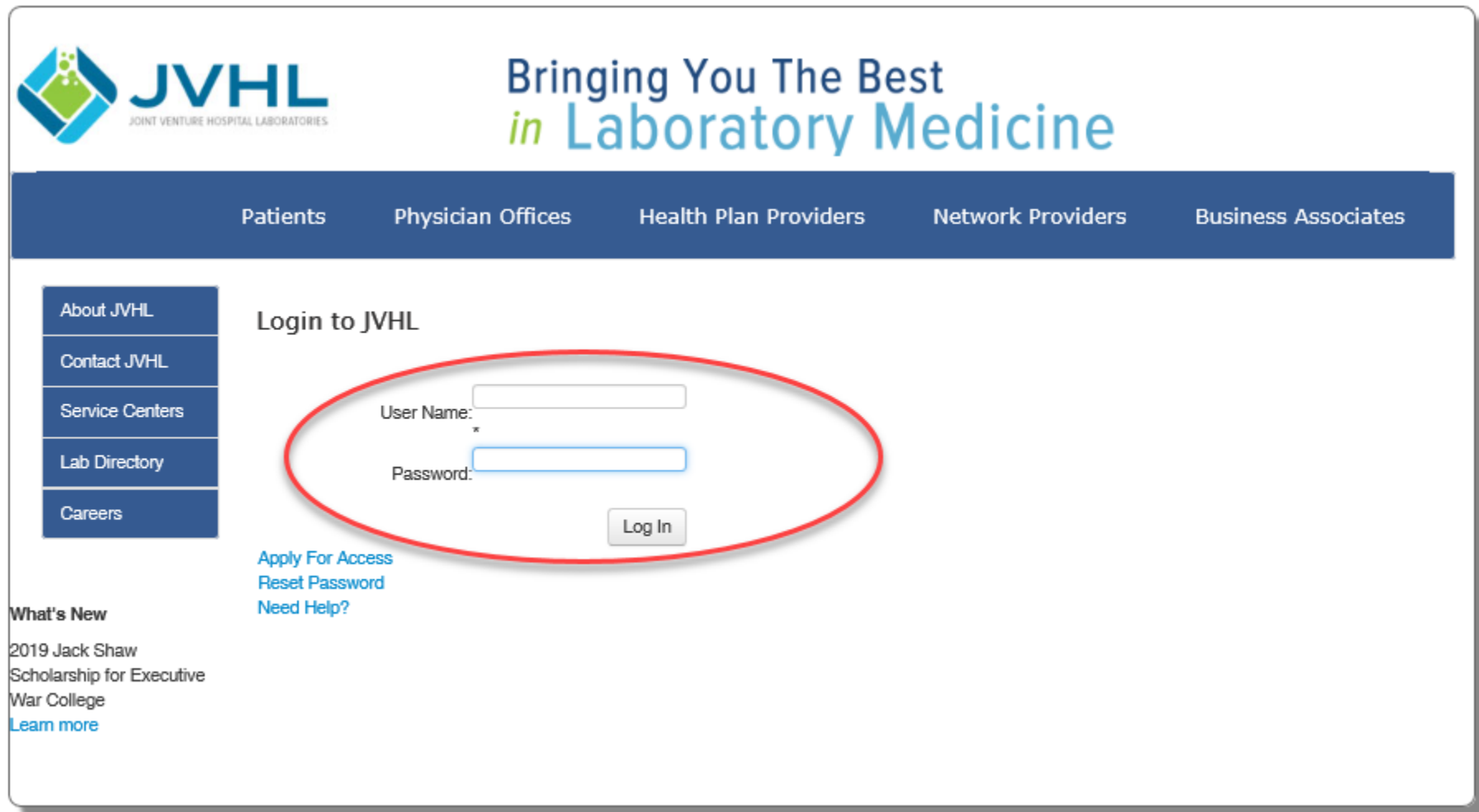
Username – The Username is that which the user had personally selected during the application process. The Username was also provided within the confirmation e-mail sent to the user when his/her registration was completed.

Password - The first time accessing the system the user will need to click on 'Reset Password' located below the Log In area at the bottom of the screen. This will cause an auto-generated, temporary password to be e-mailed to the user. The user will then need to login using the temporary password. Immediately after the initial login the user will be prompted to change his/her password to one that he/she can personally select.

Once logged into the JVHL Resource Center, click on the Claim and Payment information option located on the left-hand side of the screen (See Figure 3).

Figure 3:   On-Line Services

Alerts

CAP Distribution Schedules

Claim and Payment Information

Claim Status Inquiries

Contract Information

Contract Information Pathology

Educationals

JVHL Billing/Marketing/Operations Committee Information

JVHL Executive Committee Information

JVHL Pathology Billing Committee Information

JVHL Performance Metrics

JVHL Result Statistic Reports & Specification Guides

JVHL Satisfaction Survey Reports

Links of Interest

Prior Authorizations

Vlookup Instructions

To access the online JVHL Eligibility Inquiry System click on 'Eligibility Inquiries' located in the middle of the screen of the JVHL Resource Center (See Figure 4).

Figure 4: JVHL Claim and Payment Information

(Note: The online JVHL Eligibility Inquiry System can also be accessed at URL plmweb.jvhl.org) See Figure 5.

Figure 5: plmweb.jvhl.org

Eligibility Inquiry

Once the user has successfully logged into the system, he/she will be taken to the Welcome Page. To status eligibility online, users must select the 'Claim/Eligibility/Voucher Inquiry' option from the menu located at the top of the screen, as displayed in **Figure 6** below.

Figure 6: Welcome Page

Once on the Eligibility Inquiry page the user will see a screen as displayed below in **Figure 7**.

Figure 7: Eligibility Inquiry Screen

The Eligibility Inquiry Screen is divided into two sections: Search Options and Filter Options.

The Search Options provided are:
- Search by Patient Information (Last and First Name and Patient's Date of Birth), or
- Search by Member ID (ID number assigned to member by plan and located on member's health plan card)

To select your desired search method, simply select the appropriate radio button.

The Filter Options provided are:
- Filter by Payer - Allows the user to narrow the search results specific to a managed care organization.

Once the user has selected his/her search criteria and any filter options they might like to apply, they can click on the 'Search' button. At this point a list will be displayed of any potential matches found using the criteria chosen.

The user can now click on the Member ID in order to select which eligibility file he/she would like to view in detail.

The Detailed Eligibility View is divided up into the following sections:

(**Note**: Eligibility data displayed within the detailed page view represents the information _as provided by the payer/MCO_ to JVHL.)

- Member Information
- Member Coverage Information

Member Information – This section contains the following information:

- Payer – The Managed Care Organization
- Member ID
- Patient Name – Last, First and Middle
- DOB – The Member's date of birth
- Gender
- Relation to Subscriber – How the member is related to the policy holder
- Last Updated – The date the Payer / MCO last updated this eligibility file with JVHL

Member Coverage Information - Displays information relating to various policies as well as historical data. Each line provides the following:

- Start Date – References the start date the MCO assigned to this policy.
- End Date - Displays the termination date the MCO provided for the policy.
- Group # – The group number assigned by the plan for the policy (not always provided by the MCO's)
- Coverage Information – Any additional coverage information provided by the MCO's.
- Updated – The date this eligibility line was last updated.

Exiting the System
At any time, the user may exit the system by simply clicking on the 'Logout' button provided on the screen.