Changes to Recipient Search Criteria in the Provider Web Portal Online System

Eligibility:

- Eligibility searches using the Social Security Number (SSN) will now accept SSNs that begin with 7, 8 and 9.

Member Focus Viewing Searches:

The **Search** tab allows you to search for recipients and select a recipient to view. When searching for recipients using name information, you must enter the complete first and last name information. Partial name searches are not supported and will generate a "not found" search response.

- "First Name" searches are now limited to 20 characters.
- "Last Name" searches are now limited to 25 characters.

The **Search** feature has been enhanced to return additional recipients that may not currently be active in the system. Search results obtained in Member Focus Search will now match the results obtained when searching using Eligibility.