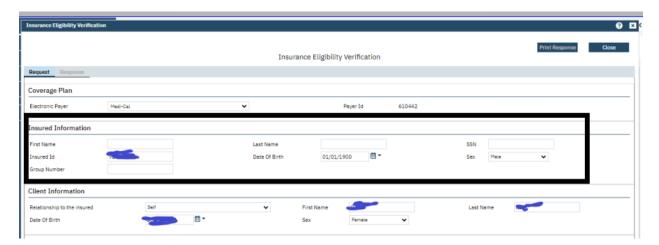
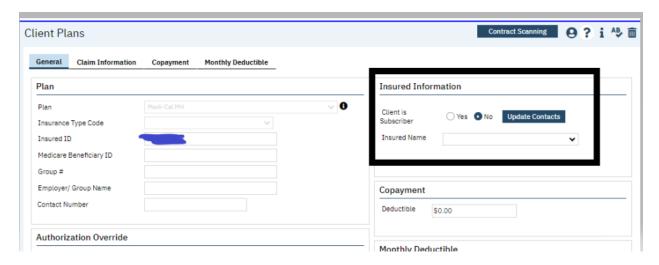
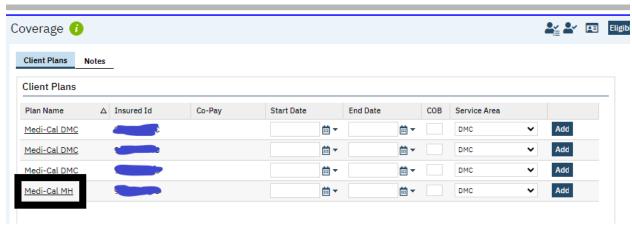
We have found that when checking Medi-Cal eligibility, sometimes the client information is not populating, causing you to manually enter in Client Name and DOB in the Insured Information section of the Insurance Eligibility Verification screen before you can check eligibility.



This is because the client is subscriber is set to no in the client plans screen.



If you are encountering this issue when verifying eligibility, go to the Coverage (Client) screen and click on the Medi-Cal Plan you want to verify.



Select Yes for Client is Subscriber and Click Save. Scroll to bottom of this screen and click Verify.

