

2026

Fallon Health Provider Portal Training – Benefits and Eligibility



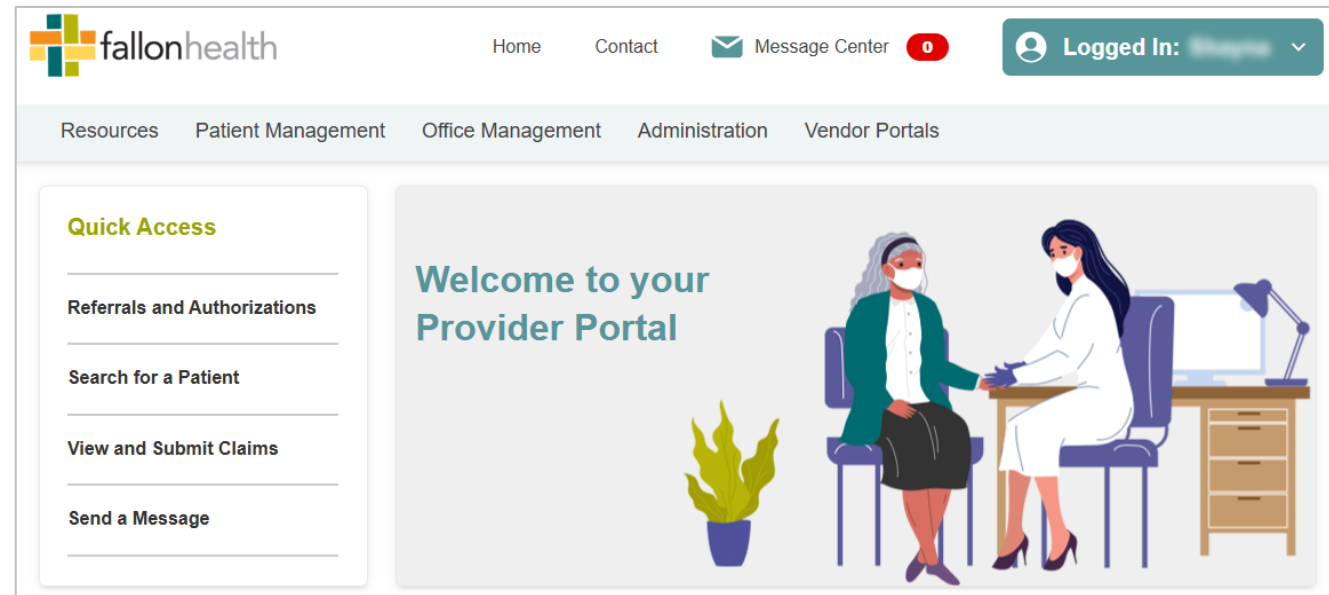
This training contains audio.



Provider Portal – Eligibility and Benefits

This training is designed to help providers navigate Fallon Health's updated provider portal with a focus on accessing patient benefits and eligibility information, including:

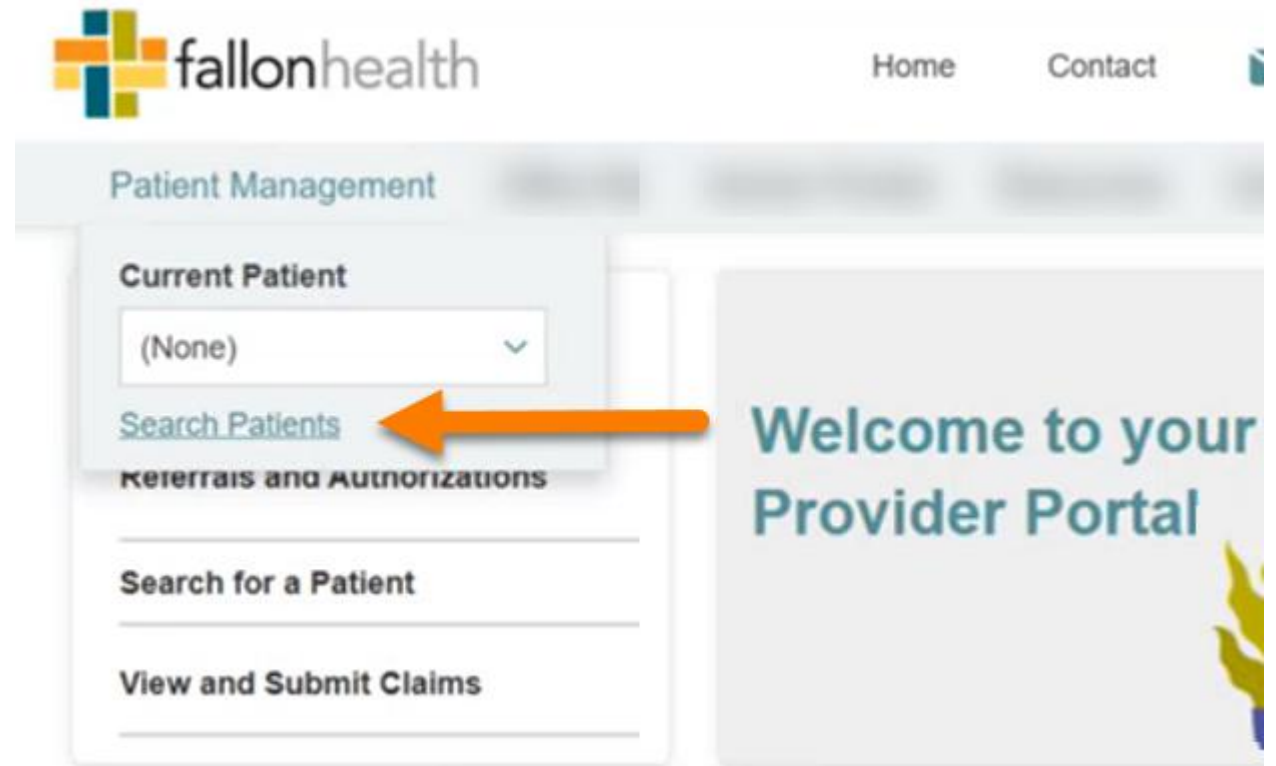
- ✓ Searching and selecting patients
- ✓ Viewing detailed eligibility and coverage information
- ✓ Accessing benefit details including patient cost share
- ✓ Locating eligibility information in Patient Management for quick access, or Office Management for more details.



Patient Management

Accessing Patient Information

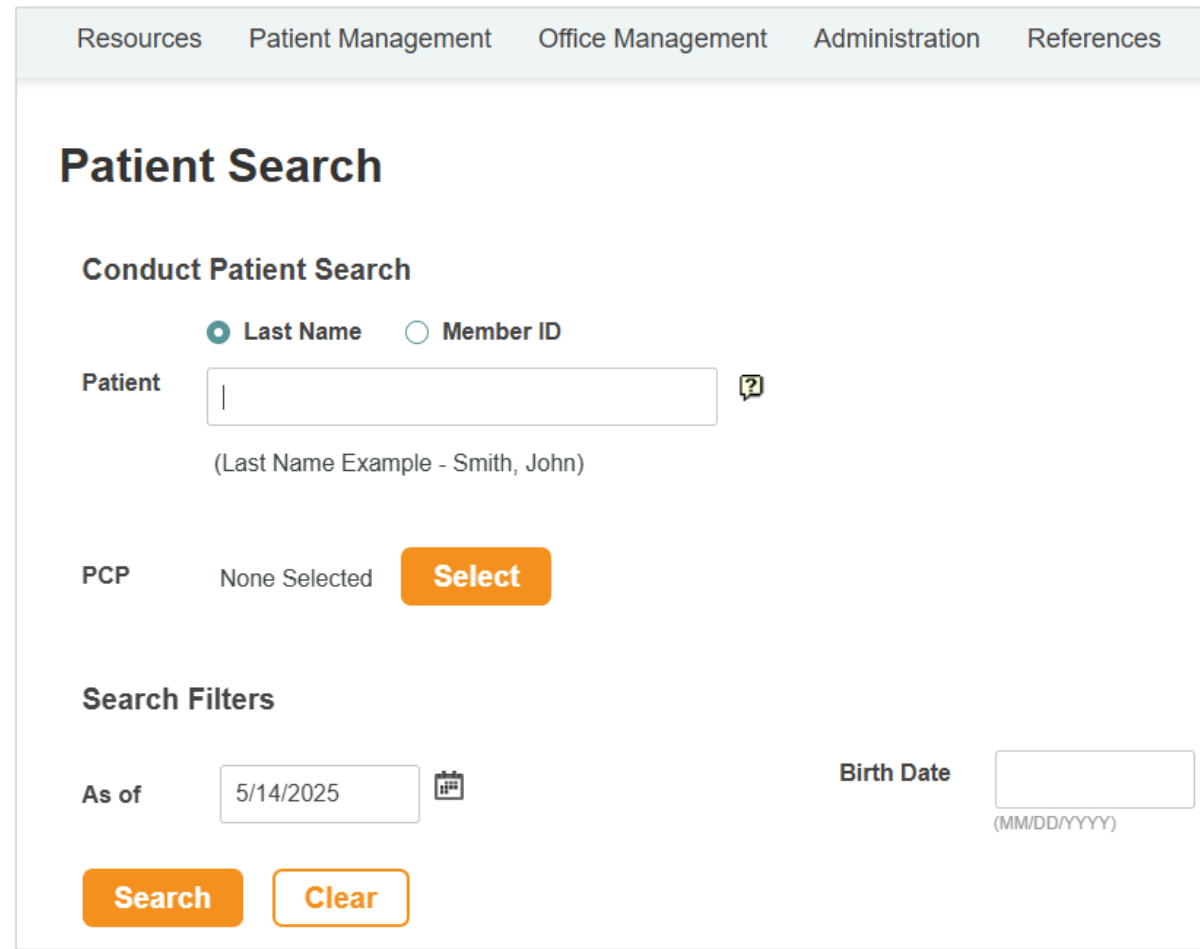
- If no patient is selected in the **Current Patient** dropdown, the **Patient Management** menu won't show any options.
- To get started, click **Search Patients** to find and select a patient.



Patient Management

To locate a specific patient,
enter in the search fields:

- ✓ patient's name and
- ✓ date of birth, or
- ✓ Fallon Health ID



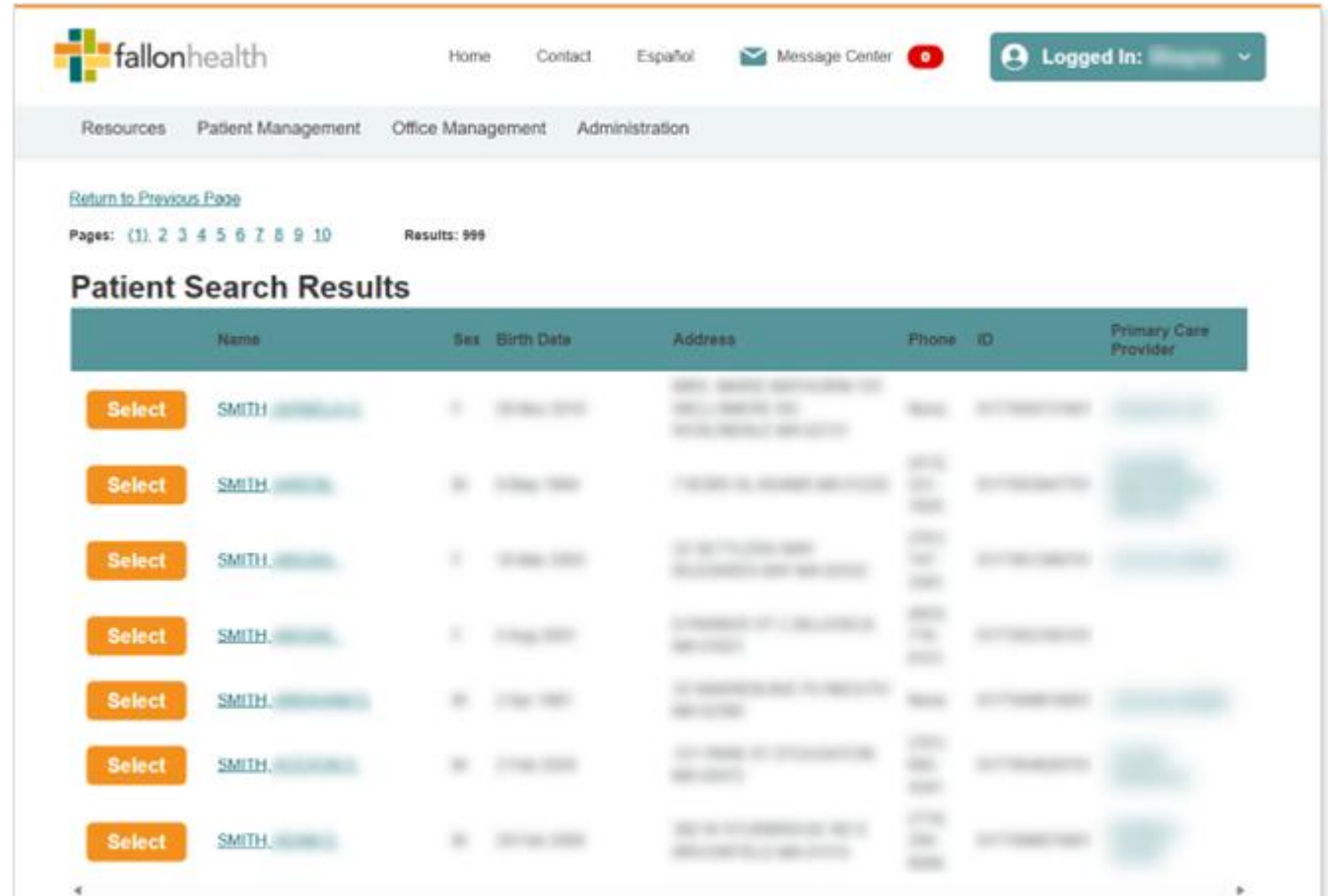
The screenshot shows a web application interface for patient management. At the top is a navigation bar with links: Resources, Patient Management (active), Office Management, Administration, and References. Below this is a section titled "Patient Search". Under the heading "Conduct Patient Search", there are two radio buttons: "Last Name" (selected) and "Member ID". Below the radio buttons is a text input field labeled "Patient" with a placeholder "(Last Name Example - Smith, John)" and a help icon. Below the input field is a section for "PCP" (Primary Care Physician) with the text "None Selected" and an orange "Select" button. Below this is a "Search Filters" section. It includes an "As of" date field with the value "5/14/2025" and a calendar icon, and a "Birth Date" field with a placeholder "(MM/DD/YYYY)". At the bottom of the search section are two orange buttons: "Search" and "Clear".



Patient Management

To add a patient to the Current Patient list, click **Select**.

You can also click the **patient's name** to go straight to their eligibility and benefits information.



The screenshot displays the Fallon Health Patient Management web application. At the top, the Fallon Health logo is on the left, and navigation links for Home, Contact, Español, Message Center, and a Logged In status are on the right. Below this is a secondary navigation bar with links for Resources, Patient Management, Office Management, and Administration. The main content area shows a 'Patient Search Results' page. It includes a 'Return to Previous Page' link, pagination controls (Pages: (1) 2 3 4 5 6 7 8 9 10), and a 'Results: 999' indicator. The results are presented in a table with columns for Name, Sex, Birth Date, Address, Phone, ID, and Primary Care Provider. Each row in the table has an orange 'Select' button to its left. The table contains seven rows of patient data, all with the last name 'SMITH'.

	Name	Sex	Birth Date	Address	Phone	ID	Primary Care Provider
Select	SMITH, [REDACTED]	F	1/15/1950	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Select	SMITH, [REDACTED]	M	1/15/1950	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Select	SMITH, [REDACTED]	F	1/15/1950	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Select	SMITH, [REDACTED]	F	1/15/1950	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Select	SMITH, [REDACTED]	M	1/15/1950	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Select	SMITH, [REDACTED]	M	1/15/1950	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Select	SMITH, [REDACTED]	M	1/15/1950	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



Patient Management

Accessing Patient Information

The **Current Patient** menu will display previously viewed patients.

To view a patient's information, simply select their name from the Current Patient dropdown in the **Patient Management** menu.

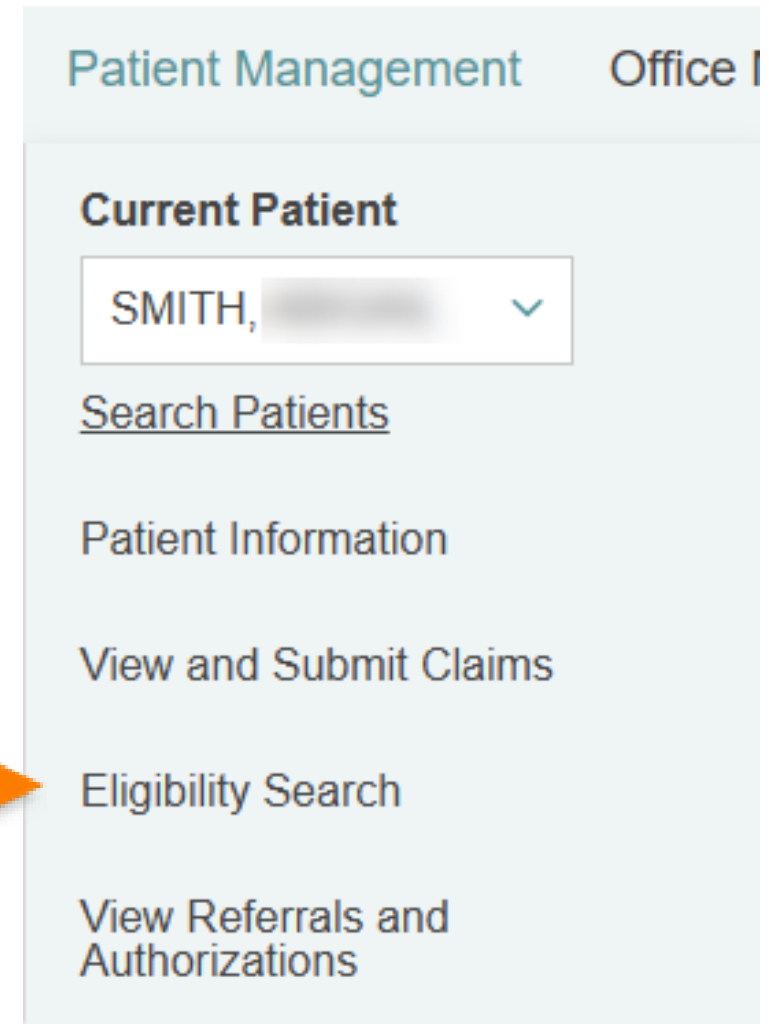


Patient Management

Accessing Patient Information

Once you've selected a patient from the **Current Patient** dropdown, the **Patient Management** menu will automatically update to show that patient's specific details including benefits and eligibility, claims, referrals, and authorizations.

You can access their detailed benefit information by clicking **Eligibility Search**.



The screenshot shows a software interface for 'Patient Management'. At the top, there's a header with 'Patient Management' and 'Office I'. Below this, a 'Current Patient' dropdown menu is open, showing 'SMITH, [redacted]' with a downward arrow. Under the dropdown, there's a link 'Search Patients'. Below that, a list of menu items is displayed: 'Patient Information', 'View and Submit Claims', 'Eligibility Search', and 'View Referrals and Authorizations'. An orange arrow points from the text 'Eligibility Search' in the preceding paragraph to the 'Eligibility Search' menu item in the screenshot.

Patient Management Office I

Current Patient

SMITH, [redacted] ▼

[Search Patients](#)

Patient Information

View and Submit Claims

Eligibility Search

View Referrals and Authorizations

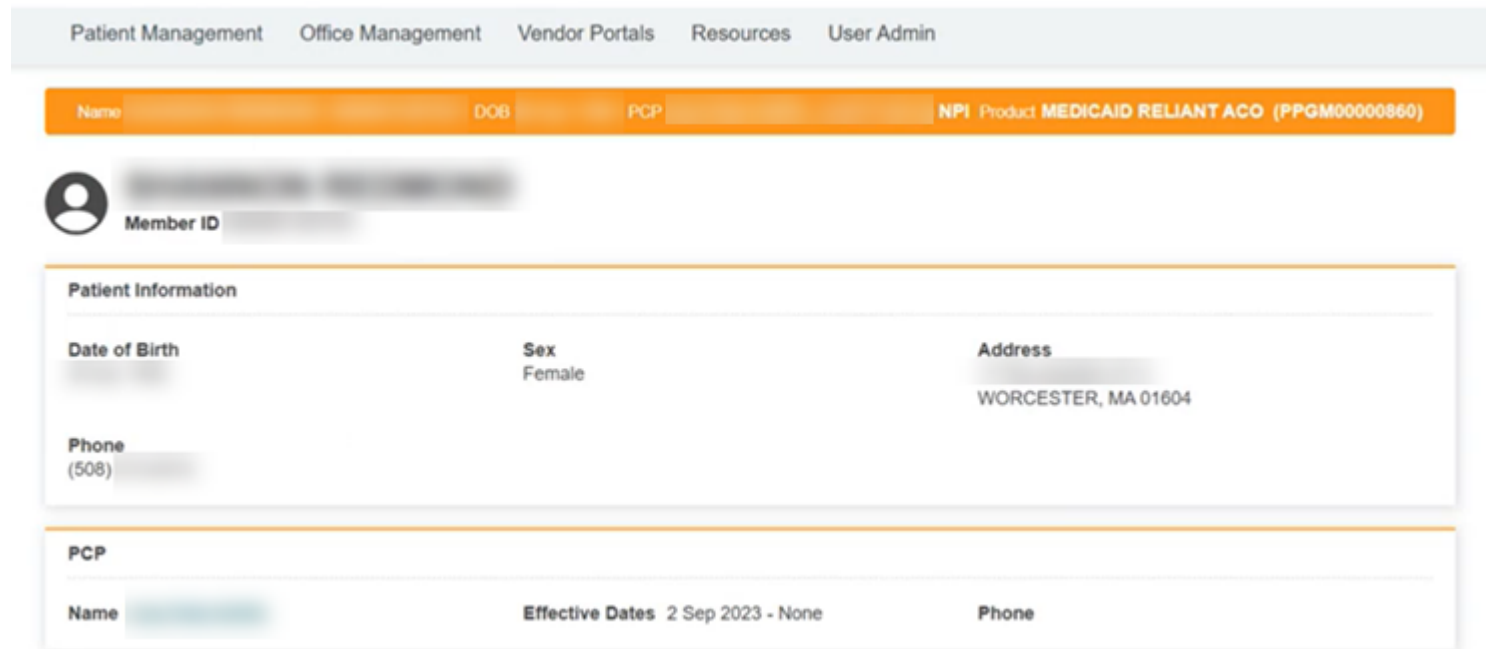


Patient Management

Patient Eligibility

The **Patient Eligibility** screen displays key patient details, including:

- ✓ Demographic information
- ✓ Health Plan ID number
- ✓ Primary Care Provider (PCP)
- ✓ Plan type
- ✓ Plan effective dates



The screenshot shows a web application interface for Patient Management. At the top, there is a navigation bar with links: Patient Management, Office Management, Vendor Portals, Resources, and User Admin. Below this is an orange header bar containing fields for Name, DOB, PCP, and NPI. The NPI field is populated with 'Product MEDICAID RELIANT ACO (PPGM00000860)'. Below the header is a patient profile section with a circular icon and a blurred name, followed by a Member ID field. The main content area is divided into two sections: 'Patient Information' and 'PCP'. The 'Patient Information' section contains fields for Date of Birth, Sex (Female), Address (WORCESTER, MA 01604), and Phone (508). The 'PCP' section contains fields for Name, Effective Dates (2 Sep 2023 - None), and Phone.

Patient Management			
Name	DOB	PCP	NPI Product MEDICAID RELIANT ACO (PPGM00000860)
Member ID			
Patient Information			
Date of Birth	Sex Female	Address WORCESTER, MA 01604	
Phone (508)			
PCP			
Name	Effective Dates 2 Sep 2023 - None		Phone



Patient Management

Patient Eligibility

If a patient's coverage has ended, you'll see a termination date in the **Effective Date** section.

The Product field in the orange bar will also be blank to reflect the inactive status.

The screenshot displays a patient management interface. At the top, an orange bar contains the labels 'Name', 'DOB', and 'PCP'. Below this bar, a patient's profile is shown with a blurred name and a 'Member ID' field. The 'Patient Information' section includes fields for 'Date of Birth' and 'Gender' (displayed as 'Male'). A 'Phone' field is also present. The 'PCP' section shows a 'Name' field. A prominent orange rounded rectangle highlights the 'Effective Dates' section, which displays '1 Jan 2024 - 31 Jan 2024'.

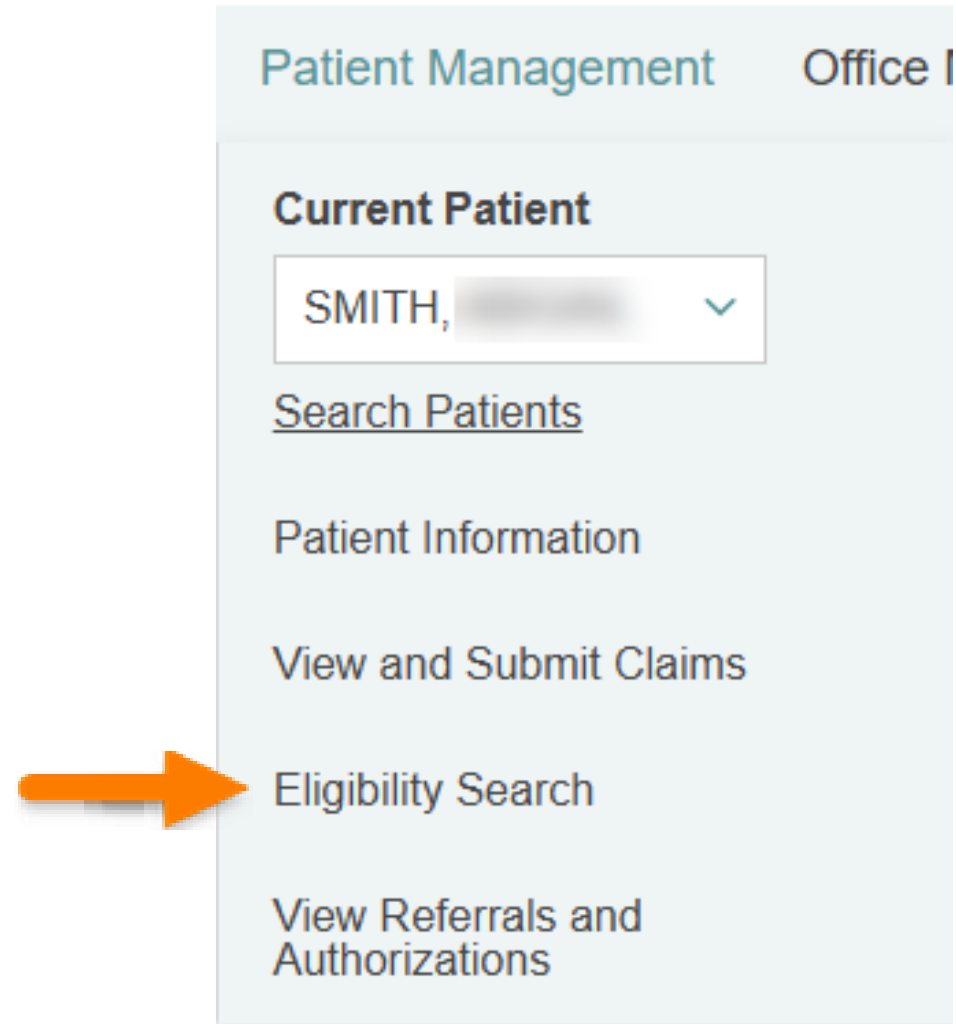
Name	DOB	PCP
[Blurred]	[Blurred]	[Blurred]
Member ID [Blurred]		
Patient Information		
Date of Birth	Gender	
[Blurred]	Male	
Phone		
[Blurred]		
PCP		
Name		
[Blurred]		
Effective Dates 1 Jan 2024 - 31 Jan 2024		



Patient Management

Patient Eligibility

After selecting a patient, go to the **Patient Management** menu and click **Eligibility Search** to view their coverage details.



Office Management

From the Office Management menu, select **Eligibility Search**. Enter the member's information and from the dropdown menus, select the **Requesting Provider** and the **Service Type**. Then click **Search** to continue.

Eligibility Search

Subscriber Information

Birth Date

Patient Information (required if not the subscriber)

Patient Name

First

Last

Patient ID

Member #

SSN

As of

05/21/2026

Gender

Female

Requesting Provider

Service Type

Health Benefit Plan Cover...

Search

Clear

Health Benefit Plan Coverage (30)

Diagnostic Medical (73)

Durable Medical Equipment Purchase (12)

Durable Medical Equipment Rental (18)

Emergency Services (86)

Hospital (47)

Hospital - Inpatient (48)

Medical Care (1)

Skilled Nursing Care (AG)

Surgical (2)

Well Baby Care (68)

Health Benefit Plan Cover...

Note: Users will only see information associated with the provider entity they are authorized to access.

An orange logo consisting of four small squares arranged in a larger square pattern, resembling a cross or a plus sign.

Office Management

You can view a patient's eligibility history and benefit details and **download** the information as a PDF for your records.

When a member has been terminated, this screen will not display the termination date, but the status will indicate **Inactive**.

Clicking on **View Eligibility History** allows you to confirm whether a termination date has been recorded.

Benefits and Eligibility as of 25 Aug 2025

[Download PDF](#)



DOB

Member ID

PCP

Benefit Plan Information

Product : MEDICAID RELIANT ACO

Group : (DMA835)

Status : Active Coverage

Start Date : 04/01/2023

End Date :

[View Eligibility History](#)

Benefits

View details for:

Health Benefit Plan Coverage

Family

Active Coverage MEDICAID RELIANT ACO

\$0

In and Out of Network

Chiropractic

[View all Benefit Details >](#)

Office Management

Use the **Eligibility History** section to review a patient's previous enrollments, any potential termination date, and coverage details over time.



Eligibility History for [blurred name]

1 - 1 of 1

Effective Dates	PCP	Product	Network	Group
Sep 2 2023 - Current	[blurred]	MEDICAID RELIANT ACO	MEDICAID RELIANT ACO	MASSHEALTH - FALLON 365 CARE



Office Management

If the member is not actively enrolled, the **Benefits and Eligibility** screen will display an Inactive status, and the **Eligibility History** screen will display a termination date.

Benefits and Eligibility as of 21 May 2026

DOB

Member ID

PCP

No PCP Information Found

Benefit Plan Information

Product:

Group: (DMA835)

Status: Inactive

Start Date: 04/24/2026

End Date:

View Eligibility History

Benefits

Accumulators

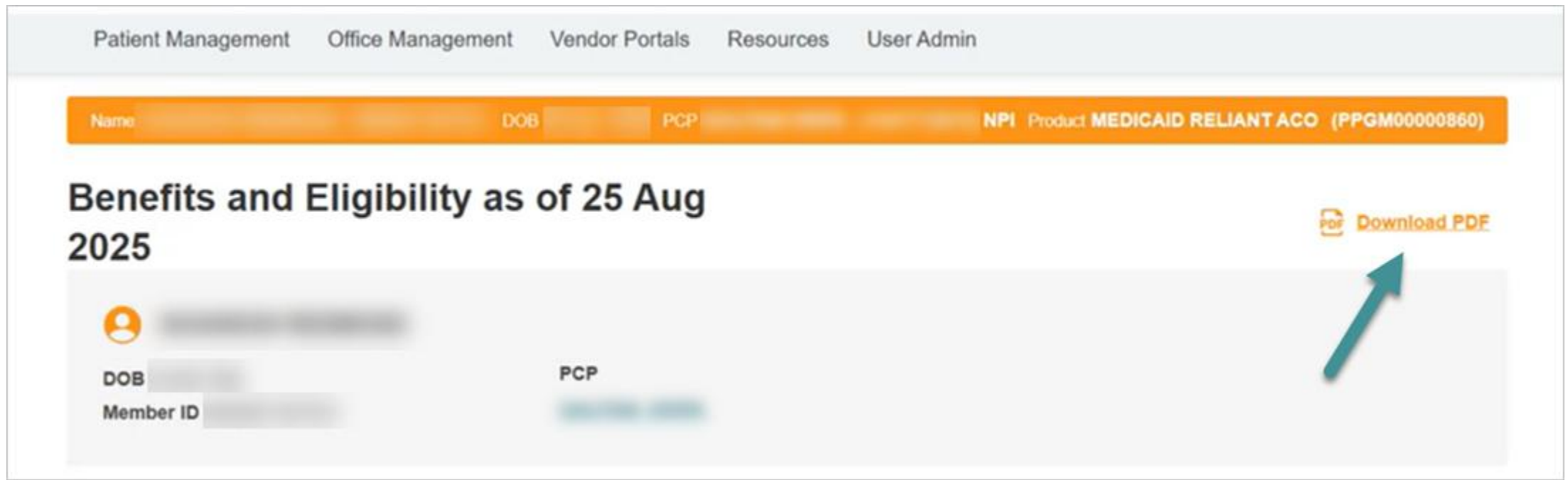


Eligibility History for [redacted]		
Effective Dates	PCP	Product
Apr 24 2026 - May 6 2026	[redacted]	MEDICAID RELIANT ACO



Office Management

Eligibility and benefit details can be **downloaded** as a PDF using the link at the top of the page.



The screenshot displays a web application interface for Office Management. At the top, a navigation bar includes links for Patient Management, Office Management, Vendor Portals, Resources, and User Admin. Below this, an orange header bar contains patient information: Name, DOB, PCP, NPI, and Product (MEDICAID RELIANT ACO (PPGM00000860)). The main content area is titled "Benefits and Eligibility as of 25 Aug 2025". On the right side of this area, there is a "Download PDF" link with a PDF icon. A teal arrow points to this link. On the left side, there is a patient profile section with a blurred name, DOB, Member ID, and PCP.



Office Management

The **Benefit Details document** outlines cost share information for services like chiropractic, emergency care, hospital visits, mental health, urgent care, and vision.

It also includes a section for non-covered services, such as dental care when applicable.

Benefit Details as of 25 Aug 2025

Health Benefit Plan Coverage

Network Status	Entity	Type	Place of Service	Amount	Period Start - End	Additional Information	Requires Referral
Out of Network	Family	Active Coverage		0		ENGLISH	

Chiropractic

Network Status	Entity	Type	Place of Service	Amount	Period Start - End	Additional Information	Requires Referral
In Network		Co-Insurance		0		TELEMEDICINE SPECIALTY CARE; TELEMEDICINE OFFICE VISIT	
In Network		Co-Payment		\$30.00		TELEMEDICINE OFFICE VISIT	
In Network	Family	Deductible		0			



Office Management

The **Benefit Details** screen displays information for covered services including applicable cost share.

Each section is **expandable** by clicking the up/down expander arrow – view more at View all benefit details

Product : MEDICAID RELIANT ACO Group : (DMA835)	Status : Active Coverage Start Date : 04/01/2023 End Date :
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[View Eligibility History](#)

Benefits

View details for:

Health Benefit Plan Coverage

Family

Active Coverage MEDICAID RELIANT ACO
\$0

In and Out of Network

Chiropractic

Emergency Services

Hospital



Office Management

When a benefit shows a deductible amount, it means the service is subject to the patient's deductible. If a copayment is listed, that copay will apply once the deductible has been met.

Deductible displays \$2,000 – this service applies to the patient's deductible.

Hospital - Inpatient

Individual

Deductible Deductible-Default Single Max Amount
\$2000.00

Out of Pocket (Stop Loss)
OutOfPocket-Default Single Max Amount
\$6000.00

In Network

In Network

Family

Deductible Deductible-Default Family Max Amount
\$4000.00

Out of Pocket (Stop Loss)
OutOfPocket-Default Family Max Amount
\$12000.00

Co-Insurance Coinsurance Amount
0%

Co-Payment Copay Amount
1-20 days
\$750.00

In Network

In Network

In Network

In Network

\$750 Copay
applies after
the deductible
has been met.

\$750 Copay applies after the deductible has been met.

Office Management

If the benefit shows a \$0 deductible, the service is not subject to the deductible. If a copayment is listed, only the copay will apply for that service.

Deductible displays \$0 – this service does not apply to the patient's deductible.

The screenshot displays the 'Emergency Services' section of a benefits portal. It is organized into two main categories: 'Individual' and 'Family'. Each category contains four orange boxes with white text. For the Individual plan, the Deductible is \$0 and the Out of Pocket (Stop Loss) Max Amount is \$6000.00. For the Family plan, the Deductible is \$0 and the Out of Pocket (Stop Loss) Max Amount is \$12000.00. Additionally, the Family plan section includes a 'Co-Insurance' box showing 0% and a 'Co-Payment' box showing \$200.00. All services are marked as 'In Network'. A teal callout box with the text '\$200 Copay applies' has an arrow pointing to the Co-Payment box. Another teal callout box on the left, with the text 'Deductible displays \$0 – this service does not apply to the patient's deductible.', has an arrow pointing to the Individual Deductible box.

Category	Deductible	Out of Pocket (Stop Loss)	Co-Insurance	Co-Payment
Individual	\$0	\$6000.00		
Family	\$0	\$12000.00	0%	\$200.00

Summary and Key Takeaways

- ✓ **Centralized Access:** The provider portal consolidates eligibility and benefit tools into one intuitive interface.
- ✓ **Patient Search:** Easily locate patients using name, date of birth, or Fallon Health ID.
- ✓ **Eligibility Details:** View demographic info, plan type, PCP, and effective/termination dates.
- ✓ **Benefit Breakdown:** Access cost share details for covered services and identify non-covered services.
- ✓ **Downloadable Records:** Export eligibility and benefit information as PDFs for documentation and reference.



If you have any questions,
please contact your provider
relations representative.

