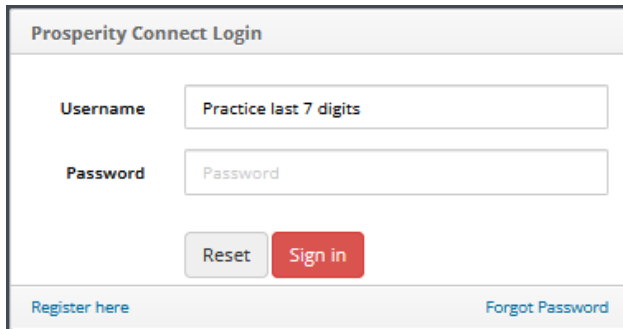# HEALTHCARE PROVIDER
MEMBER BENEFIT VALIDATION

Dear Healthcare Provider

We are excited to announce the rollout of our member benefit confirmations for Healthcare Providers. Healthcare Providers will be able to view the relevant available benefits of our members starting September 2022. This function will be available on the Prosperity Connect Portal until the end of December 2022 to assist Healthcare Providers to confirm benefits towards the latter part of the annual benefit year.
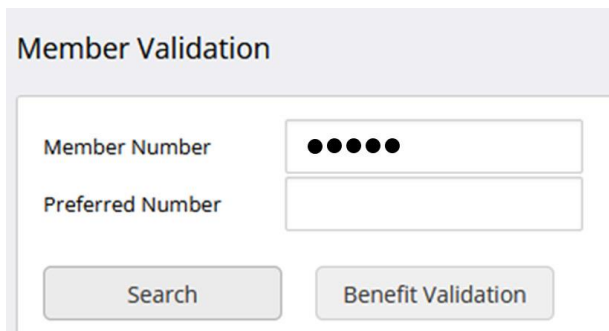
<u>Viewing Member Available Benefits</u>

1. Log into the Prosperity Connect Portal with the practice login information.
    Use the Forgot Password option to reset the password if necessary.

Prosperity Connect Login

Username	Practice last 7 digits
Password	Password

Reset Sign in

Register here   Forgot Password

2. Move to the Tab "Member Validation" in the left-hand menu. From here, enter the Member Number of the patient. Click "Search"

Member Validation

Member Number	●●●●●
Preferred Number	

Search   Benefit Validation

3. Select "Benefit Validation"

4. Select the correct beneficiary from the drop-down menu.

Member Benefit Validation

Member Number	●●●●●
Select Beneficiary	Name Surname ⌄

Return

5. Only the available benefits relevant to the Practice speciality will be displayed.   i.e. a practice registered under dentistry will only be able to view dental benefits.

Benefits

Level	Benefits	Available Amount
0	Caliber Care (Family)	NAD 2,717,281.06
0	Caliber Care [No Excess] (Individual)	NAD 1,837,739.27
0	SF Budget Account (Family)	NAD 0.00
1	Hospitalisation Benefits (Grp) (Family)	Available
1	Hospitalisation Benefits (Grp) (Individual)	Available
2	->(H) Consults/Trmt & Serv(Hsp) (Family)	Available

Should you require further assistance, kindly contact our Healthcare Provider Suite at hp1@prosperitynam.com or Tel +264 83 299 9681/4.

Kind regards

Healthcare Provider Support Team