

Provider Portal Quick Guide

Identifying ACA adult members and redetermination dates in Meridian secure provider portals

Note: Meridian systems list ACA adult members under the product name “Medicaid Expansion”

The big picture

Providers are the most trusted messengers of health-related information. The education and support you provide to ACA adult patients affected by [Medicaid policy changes taking effect in 2027](#) helps them comply with requirements and maintain their coverage.

Through the [Meridian secure provider portal](#), providers have access to the following:

- **Product name** (also known as coverage type or eligibility category), indicates member enrollment through Medicaid expansion or another program, such as TANF
- **Redetermination (renewal) dates**
- **Member mailing addresses** on file, where letters from the Department of Healthcare and Family Services (HFS) about Medicaid coverage are sent

Note about Availity Essentials:

Meridian providers using [Availity Essentials](#) can find this information when they search for individual members using the **Eligibility and Benefits Inquiry** application. However, Availity does not currently support downloading a complete list of assigned Meridian members. This functionality is only available through the Meridian secure provider portal.

How to use this information to support practice-level strategies

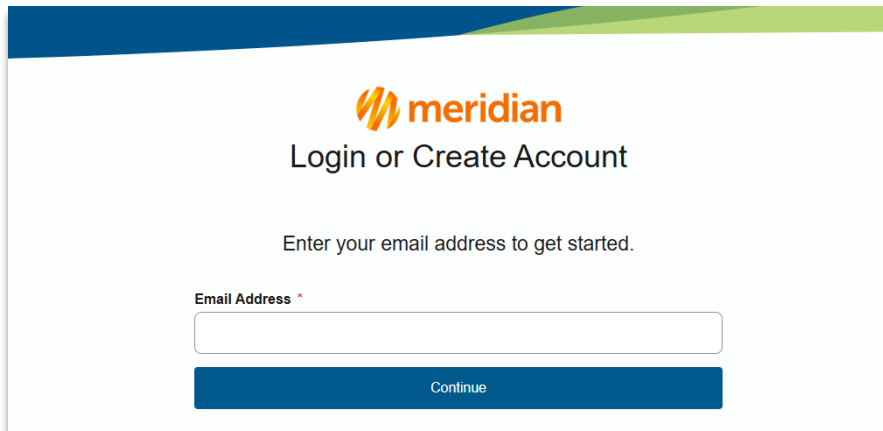
Help members understand changes and comply with state redetermination requirements.

- **Product name**
Inform patients of their coverage type. ACA adults covered by Medicaid expansion must know about new 2027 requirements. Discuss work requirements and exemptions.
- **Redetermination date**
Inform patients about renewal dates. Remind them to check their mail for paperwork from the State of Illinois, which is sent at least **30 days before** their due date. Encourage prompt responses to HFS requests.
- **Mailing address**
When verifying a patient’s address, ensure it matches information in Meridian’s secure provider portals (which comes from HFS). If there is a discrepancy or the patient has moved, assist them with updating their address in the HFS [Manage My Case](#) portal or instruct them to call the Medicaid enrollment call center at 877-805-5312.

Logging in to the Meridian secure provider portal

Use your credentials to [log in to the secure provider portal](#).

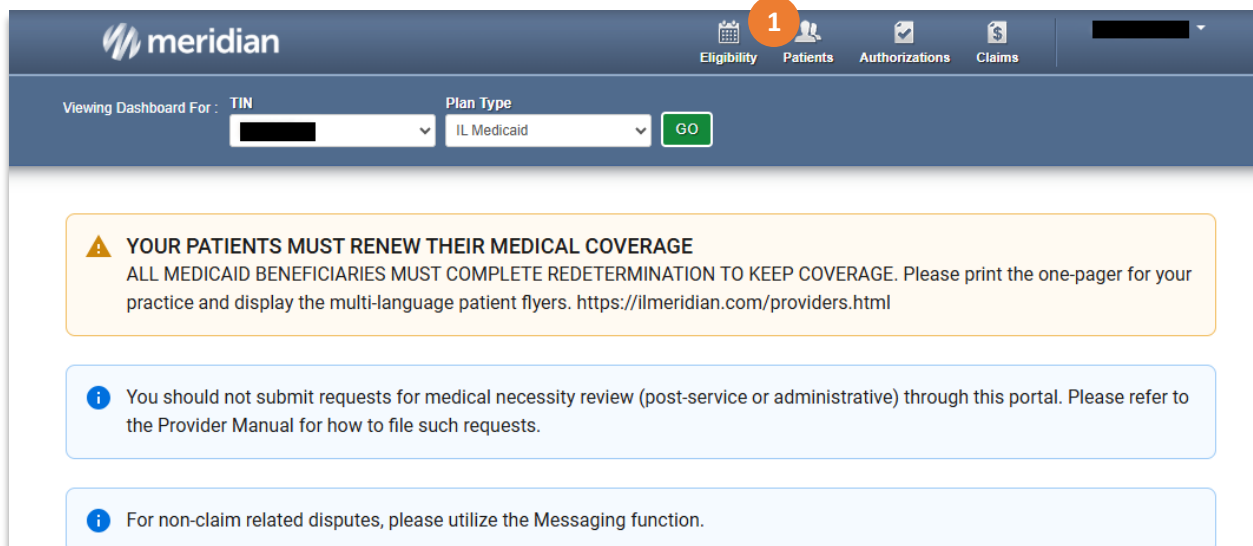
Need access? Per [Meridian policy](#), you must contact your organization's secure provider portal account manager to request access and receive appropriate permission levels.



The image shows a login form for the Meridian secure provider portal. At the top, there is a blue and green header with the Meridian logo. Below the logo, the text "Login or Create Account" is centered. Underneath, it says "Enter your email address to get started." There is a text input field labeled "Email Address *" and a blue "Continue" button below it.

Individuals: Locate coverage type, redetermination date, and mailing address

1. From the provider dashboard, click on **Patients** in the top toolbar



The image is a screenshot of the Meridian Provider Dashboard. The top navigation bar includes the Meridian logo, a "1" badge, and tabs for "Eligibility", "Patients", "Authorizations", and "Claims". Below the navigation bar, there is a section for "Viewing Dashboard For:" with a "TIN" dropdown menu and a "Plan Type" dropdown menu set to "IL Medicaid". A green "GO" button is next to the dropdowns. Below this, there are three informational boxes. The first box has a yellow background and a warning icon, stating: "YOUR PATIENTS MUST RENEW THEIR MEDICAL COVERAGE. ALL MEDICAID BENEFICIARIES MUST COMPLETE REDETERMINATION TO KEEP COVERAGE. Please print the one-pager for your practice and display the multi-language patient flyers. https://ilmeridian.com/providers.html". The second box has a blue background and an information icon, stating: "You should not submit requests for medical necessity review (post-service or administrative) through this portal. Please refer to the Provider Manual for how to file such requests." The third box also has a blue background and an information icon, stating: "For non-claim related disputes, please utilize the Messaging function."

2. Assigned patients will appear alphabetically by last name. Click **Find Patient** to search for an individual.
3. The member's redetermination date is visible in the far-right column.
4. Click the member's name to see mailing address and product name (i.e., coverage type)



 Eligibility
  Patients
  Authorizations
  Claims

Viewing Patients For : TIN Plan Type IL Medicaid
2

Patient List as of (mm/dd/yyyy) 08/26/2026

Only first 1500 records will be displayed. Use filters to view specific records.

This is only a list of your patients, please check eligibility to confirm the effective date and benefits for this member. 3

Eligible	Preferred Language	Member Name	Member ID	Member #	Date of Birth	Phone Number	ALERTS	Redetermination Date
Eligible	Unknown	4 PATIENT, JANE	12346789	U0123456789	01/01/1980	(555) 555-5555	NM No HRA	05/01/2027
Eligible	Unknown						No HRA	
Eligible	Unknown						No HRA	

- Find the member's mailing address under the **Patient Information** section.
- Find the member's coverage type under the **Eligibility History** section. (The portal lists ACA adults under the product name "Medicaid Expansion".)

JANE PATIENT

Overview
Cost Sharing
Assessments
Growth Chart
Health Record
Care Plan
Authorizations
Referrals
Coordination of Benefits
Claims
Document Resource Center
Notes
Special Needs

Overview

This patient is eligible as of today, Aug 26, 2026.

Patient Information

Name JANE PATIENT
 Gender F
 Birthdate Feb 29, 1969
 Age 57 years old
5 Member # 987654321
 Address 1234 Illinois St.
 Pretend Village, IL 65432

PCP Information

Name
 Address
 Practice Type Family Medicine
[View PCP History](#)

Eligibility History

Start Date	End Date	Product Name
Oct 1, 2023	Ongoing	6 Medicaid Expansion
Jul 1, 2021	Sep 30, 2023	TANF

[more](#)

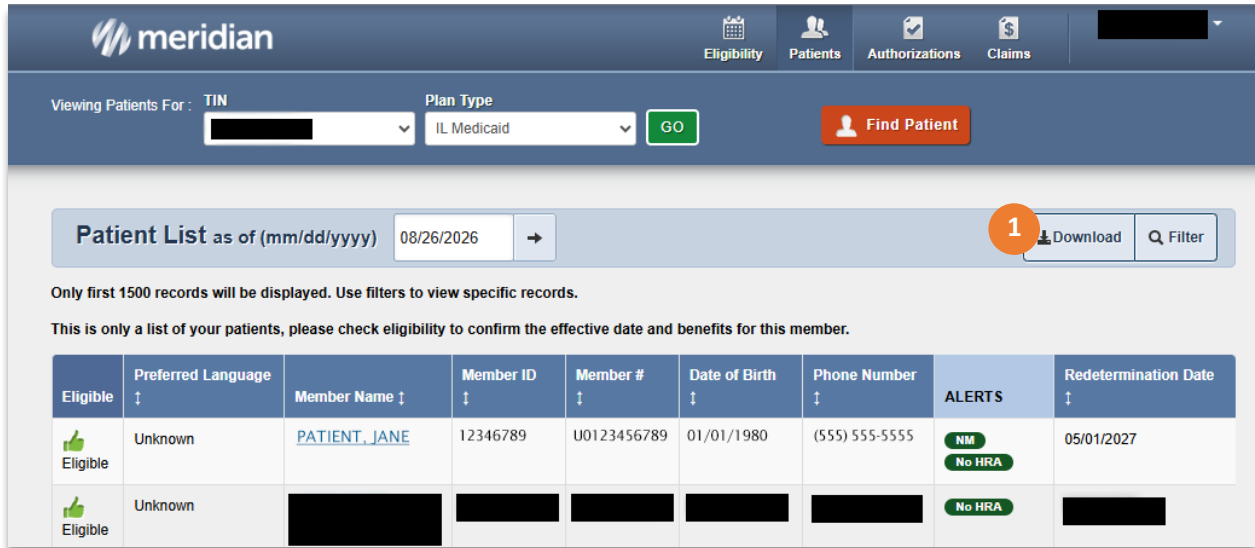
EPSTD

Care Gaps

Recommend shingles vaccine for adults 50+; monitor completion

Patient list: Finding coverage type, redetermination date, and mailing address

- From the **Patient List** screen, click **Download** to export the list as an Excel spreadsheet.



Viewing Patients For : TIN [REDACTED] Plan Type IL Medicaid GO Find Patient

Patient List as of (mm/dd/yyyy) 08/26/2026 → Download Filter

Only first 1500 records will be displayed. Use filters to view specific records.

This is only a list of your patients, please check eligibility to confirm the effective date and benefits for this member.

Eligible	Preferred Language	Member Name	Member ID	Member #	Date of Birth	Phone Number	ALERTS	Redetermination Date
Eligible	Unknown	PATIENT, JANE	12346789	U0123456789	01/01/1980	(555) 555-5555	NM No HRA	05/01/2027
Eligible	Unknown	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	No HRA	[REDACTED]

- Open the Excel spreadsheet and find coverage type under the **Product Name** column.
(Tip: Use the "Filter" function to isolate your Medicaid Expansion patients.)
- Find the member **mailing address** four columns further to the right in the spreadsheet.

FileHomeInsertDrawPage LayoutFormulasDataReviewViewAutomateHelpAcrobat

Get

From Text/CSV

From Picture

From Web

Recent Sources

From Table/Range

Existing Connections

Get & Transform Data

Refresh All

Queries & Connections

Properties

Workbook Links

Queries & Connections

Stocks

Currencies

Geography

Data Types

Sort

Filter

Advanced

Sort & Filter

Text to Columns

Clean Data

Flash Fill

Remove Duplicates

Data Validation

Consolidate

Data Model

Analyze Data

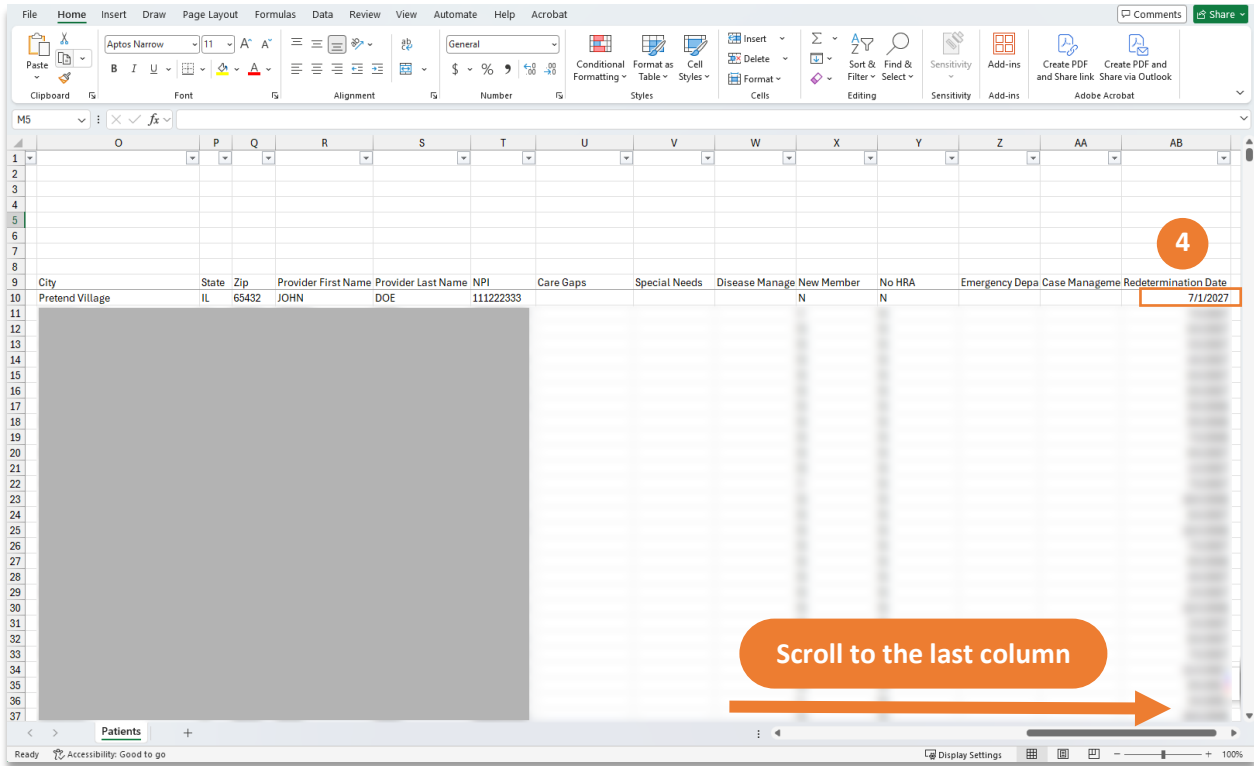
What-If Analysis

Forecast

N1

</

4. The member's **redetermination date** is the last column in the spreadsheet.
(Tip: Sort the list by redetermination dates to prioritize by deadlines.)



The screenshot shows a Microsoft Excel spreadsheet with the following columns: City, State, Zip, Provider First Name, Provider Last Name, NPI, Care Gaps, Special Needs, Disease Management, New Member, No HRA, Emergency Department, Case Management, and Redetermination Date. The Redetermination Date column is highlighted with an orange box and a red circle with the number 4. An orange arrow points to the right with the text "Scroll to the last column".

City	State	Zip	Provider First Name	Provider Last Name	NPI	Care Gaps	Special Needs	Disease Management	New Member	No HRA	Emergency Department	Case Management	Redetermination Date
Pretend Village	IL	65432	JOHN	DOE	111222333				N	N			7/1/2027