

How to search for members in e-referral and avoid the inactive eligibility status

If you are searching for a member in e-referral by Patient ID, you may see the message, “Patient found but without active eligibility that includes today’s date.” This may occur when a member receives a new Patient ID number and you are entering their previous number. Members receive new Patient ID numbers when their health care coverage changes. Additionally, many Medicare Plus BlueSM members were assigned new numbers for 2026 as their contracts transitioned to the NASCO system. (Read more in the [January 2026 issue of *The Record*](#).)

To avoid this message and continue the authorization process, please search by the member’s Last Name, First Name AND date of birth.

This information, including screen examples, can be found in the following sections of the [e-referral User Guide](#):

- “Submit a Global Referral”
- “Submit a Referral”
- “Submit an Inpatient Authorization”
- “Submit an Outpatient Authorization”

If you need further help, please contact the Web Support Help Desk at 1-877-258-3932.

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