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## Provider eNews

A SummaCare Publication For Our Providers.

Dear Provider,

When checking eligibility in Plan Central, please be sure to review each member's Eligibility History tab in addition to the information displayed on the main screen.

It was recently brought to our attention that provider staff are viewing a term date on the primary screen and assuming the member's coverage has ended. However, additional eligibility information within the member's Eligibility History tab can reflect continued or future active coverage.

Reviewing the complete eligibility history can help ensure accurate eligibility verification and reduce unnecessary appointment cancellations or delays in care for our members.

If you need assistance navigating Plan Central or have questions regarding eligibility verification, please contact Provider Support Services at [330.996.8400](tel:330.996.8400) or email Provider Engagement at [providerengagement@summacare.com](mailto:providerengagement@summacare.com).

Sincerely,

Provider Support Services

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