

# Locate a Member's Service Coordinator

## Secure Provider Portal



To locate a member's assigned Service Coordinator using Superior's Secure Provider Portal please follow the steps below:

1. Go to [Provider.SuperiorHealthPlan.com](https://Provider.SuperiorHealthPlan.com) and log in to Superior's Secure Provider Portal.
2. From the Main Tool Bar select the **Patients** tab at the top of your screen.

Note: Users may have issues with accessing EOP (Explanation of Payments) PDFs and information on consolidated checks may be missing from the Payment History section. We'll be updating our network to fix this issue. Thank you for your patience as we improve our web sites to serve you better.

What you need to know about COVID-19

New STAR Health Video:  
This new video features the positive impact Superior's STAR Health program has had on more than 32,000 children and youth in foster care since 2008. [Watch now!](#)

Quick Eligibility Check for Medicaid / CHIP

Recent Activity

3. The **Patient List** will appear on the screen. You can find and select the member's name from the **Patient List** or search for the member by selecting **Find Patient**.

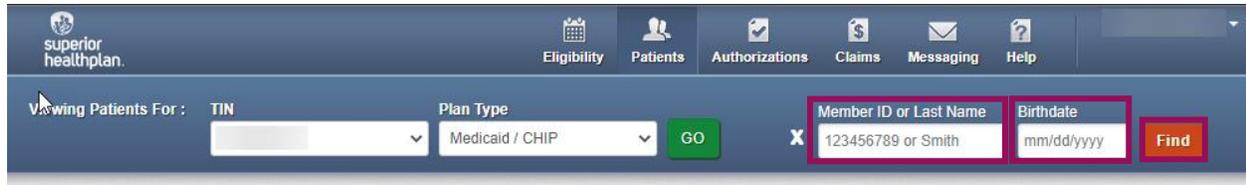
Viewing Patients For : TIN [ ] Plan Type Medicaid / CHIP [ ] GO [ ] Find Patient [ ]

Patient List as of 08/17/2022 [ ] 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.

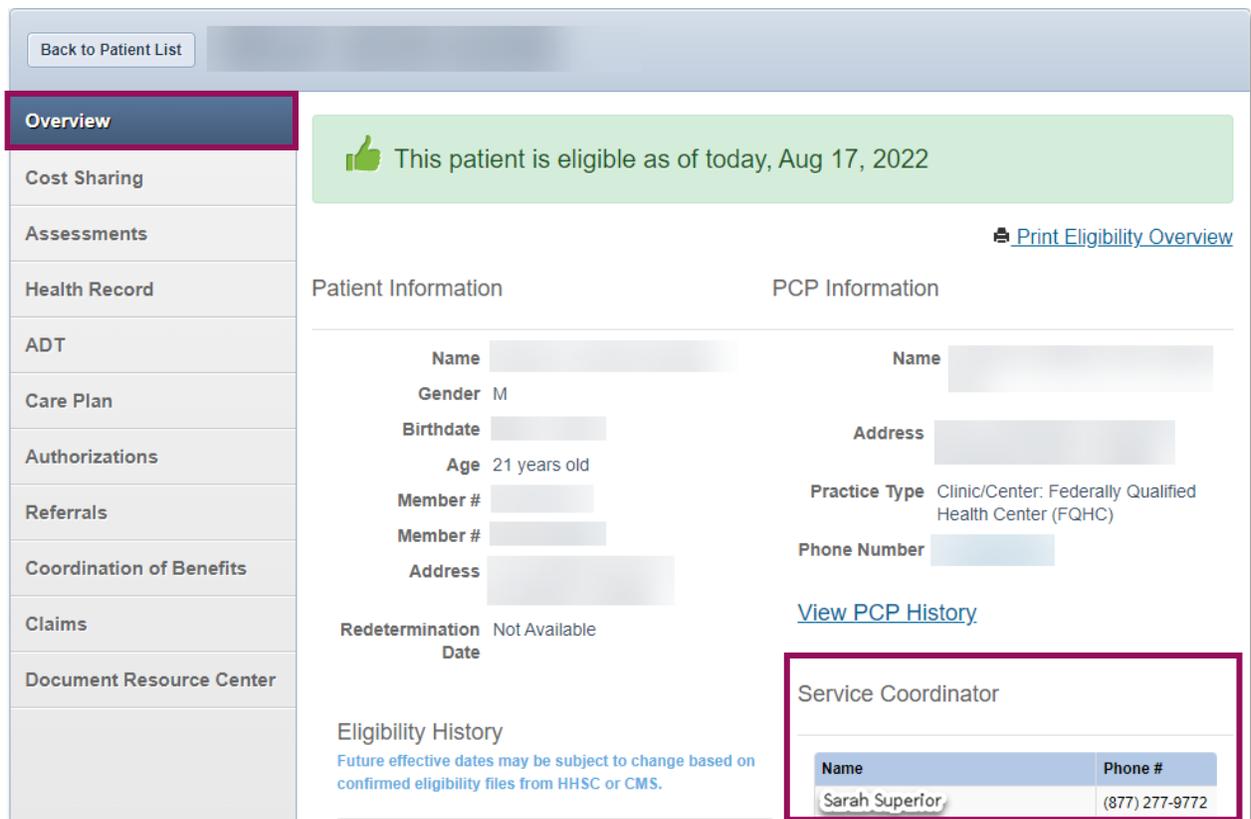
Eligible	Preferred Language ↓	HPR	Member Name ↓	Member ID / CHIP ID ↓	Member # ↓	Date of Birth ↓	Phone Number ↓	ALERTS	Texas Health Steps Last Visit Date ↓
👍	Unknown							No HRA	09/14/2021

- Once you have selected **Find Patient**, enter the **Member ID or Last Name** and their **Birthdate**, then click **Find**.



Viewing Patients For : TIN [ ] Plan Type Medicaid / CHIP [GO] Member ID or Last Name 123456789 or Smith Birthdate mm/dd/yyyy [Find]

- Select the **Overview** tab to display the assigned **Service Coordinator** along with their phone number.



Back to Patient List

**Overview**

Cost Sharing

Assessments

Health Record

ADT

Care Plan

Authorizations

Referrals

Coordination of Benefits

Claims

Document Resource Center

This patient is eligible as of today, Aug 17, 2022

[Print Eligibility Overview](#)

Patient Information

PCP Information

Name [ ] Gender M Birthdate [ ] Age 21 years old Member # [ ] Member # [ ] Address [ ]

Redetermination Date Not Available

Practice Type Clinic/Center: Federally Qualified Health Center (FQHC)

Phone Number [ ]

[View PCP History](#)

Eligibility History

Future effective dates may be subject to change based on confirmed eligibility files from HHSC or CMS.

**Service Coordinator**

Name	Phone #
Sarah Superior	(877) 277-9772

For additional questions, please [contact your Account Management team](#).