

## Issue 94: INSIDER'S EDGE: Searching the System—Tips and Tricks

Welcome back, Insiders. Any good sleuth knows that solving a case has its challenges. When it comes to tracking down cases on Maryland Health Connection, there are some tips and tricks you can use to keep the trail from going cold!



*This little guy is hot on the trail! Unfortunately for us, searching Maryland Health Connection doesn't involve a trip to the beach!*

### **Best Practice: Always Use a Social Security Number**

When using the Worker Portal, your best bet is to search for the consumer's account based on the primary applicant's social security number (SSN) if it is available. If not available, use another household member's SSN to search.

### **Alternative Options**

- **Searching by Applicant Name:** If you can't find a case based on SSN, you can try running a search using the name of the primary applicant or another household member.

Still coming up empty handed? Get creative with your spelling! Sometimes consumers use nicknames or make typos when they complete the application, so try some spelling variations before you call off the search. For example, Robert Paulson might have entered his name as "Rob Paulson" or "Bob Paulson" or accidentally typed "Robert Pauldon".

- **Search using Application ID.** Running a search using an Application ID will only display the application associated with that ID number. However, a consumer may actually have multiple applications associated with their account if they have reported a change or multiple applications have been created. To be sure you are working the case using the most up-to-date information available, once you find an application using Application ID, run a second search using the SSN of the primary applicant. The results of your second search will allow you to review all applications associated with that account.

For more information on application statuses, see *Issue 92: INSIDER'S EDGE: Application Troubleshooting 101*.

- **Wild Cards.** With the tips above in mind, be sure to take advantage of the wild card search function. All searches in the Maryland Health Connection system allow for the use of wildcards except when creating a new user. A wildcard is a character that may be substituted for any

possible characters in a field, such as first name or last name. Maryland Health Connection uses the \* (asterisk) as a wildcard.

The screenshot shows a search interface with a navigation bar at the top containing 'Account Home', 'User Search', 'Document Search', and 'Application Search'. Below this is a 'Search Criteria' section with several input fields: 'Household Member First Name' (containing 'Jam\*'), 'Household Member Last Name', 'Application ID' (with an example 'Eg: 12345'), 'Date From', 'Date to', 'Application Status' (a dropdown menu), and 'Social Security Number' (with an example 'Eg :123456789'). A red callout box with a white background and black text points to the asterisk in the first name field, stating 'The \* replaces any character for searching.' At the bottom right of the search criteria section are 'Reset' and 'Search' buttons.

**One last thing!** *Issue 92: INSIDER'S EDGE: Application Troubleshooting 101* left off one important status: **"Initiated"**. If you see a case with this status, it means that the application was completed and applicant(s) enrolled in a QHP and the 834 file has been sent to the carrier.

**Questions?** Send them to [dhmh.medicaidmarge@maryland.gov](mailto:dhmh.medicaidmarge@maryland.gov).