

# WNYHealthNet

The online community health information network established by the WNYHealthNet Consortium of health insurance plans and hospital providers [www.wnyhealthnet.org](http://www.wnyhealthnet.org)

For any Questions, problems or concerns, please contact the PCI Helpdesk at: 1-877-895-4724

## Eligibility with Patient Consent Tip Sheet

### Indicate Patients Information—2 of 4 Required

- Last name, First Name
- Date of Birth
- Social Security #
- Member ID

If you do not enter all of the required information, once you submit, you will be prompted with an error message at the top of your screen.

If a match is found, Eligibility and Benefits will return as usual. A “Patient Consent Link” will show up above the Eligibility return on the upper right side of the screen, where you will see HEALTHeLINK Patient Consent, and the current consent status. If the Consent status is “YES” no action is necessary. If Consent status is “NO” and the patient wishes to change this, you will need to contact HEALTHeLINK to make any changes. If the status is “UNKNOWN” you can update the status from this link using the guidelines below.

**Select “Print Consent Form”. It will print with all of the patient’s demographic information on it. Once the patient completes the form, select the appropriate value below.**

### UPDATE CONSENT STATUS:

- Yes—Allows access to your health information by treating providers.
- Yes with exceptions—Allow access to your health information with the exception of specified providers you have noted on the consent form.
- No, EXCEPT in an emergency—Do not allow access to your health information EXCEPT in the case of an emergency
- No, EVEN in an Emergency—Do not allow access to your health information in any case.

Please confirm **all** actions have been completed:

- Patient signature is on consent form
- Patient has checked only one consent value
- Patient has filled out exceptions, if applicable.

\*If all 3 of these are not selected an error message will show up along the top telling you what to fix on the page.

Once consent is updated, it will redirect you to the Patient Consent page, in green it will tell you that the patient consent has been changed to yes, yes with exceptions, no except, or no, even in an emergency. At this point you can move onto the next patient.

If Patients consent is set to No, EVEN in an Emergency, or No, Except in an emergency, you will **NOT** be able to update the patients consent.

“Changing consent for patient XXXXX, XXXXXX (00000000####) is not allowed. It is set to "Emergency only" Or It is set to "No”