



## MEMORANDUM

**TO:** Primary Care Providers  
**FROM:** El Paso Health  
**DATE:** April 11, 2018  
**RE:** Member Rosters Available on Web Portal

We are pleased to announce member rosters are now available for review via the El Paso Health web portal. Member Rosters for the month of April 2018 and moving forward will now be available electronically. Effective May 1, 2018 member rosters will no longer be manually printed and mailed.

How can you prepare for the change?

- Providers will need an Administrative user web portal account to access reports
- Providers currently set up as a Standard user will need to request office approval to add Administrator access on their web portal account
- Standard users may contact Provider Relations at 915-298-7198 x 1507 to request Administrative user rights
- Rosters are located on the provider portal under the Reports Tab
- Reports are in both PDF and EXCEL formats
- Rosters will only be stored for a two month period
- Rosters available online include:
  - STAR Master – *completed listing of all eligible assigned members on panel for the corresponding month*
  - CHIP Master – *completed listing of all eligible assigned members on panel for the corresponding month*
  - STAR TH Steps – *complete listing of all eligible assigned members who are due for THSteps exam*
  - CHIP Member Due List – *complete listing of all eligible assigned members who are due for Well Child Care exam*
  - Health Care Options – *completed listing of all eligible assigned members on panel for the corresponding month*
  - ER Utilization – *monthly listing of assigned members utilizing the Emergency Department for monitoring*

If you have any questions about this notification please contact our Provider Relations Team at 1-915-532-3778 x1507 Monday - Friday 8 a.m. to 5 p.m.