

Check Prospect Eligibility on Devoted Agent Portal

1 Navigate to <https://agent.devoted.com/>

Welcome to Devoted, John Test Collins!

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 orinoc

Here's an [Agent Portal Guide](#) to help you get started.

! NIPR Verification Error

We were unable to verify your information in NIPR. Please contact Agent Support.
Send us a [message](#).
Call 1-877-764-9446

📅 Get RTS Certified for 2026

[View current RTS status](#)

You need to complete your Devoted Health Ready to Sell (RTS) certification for PY2026 in order to submit enrollment applications for 2026.

[Start RTS Certification Now](#) ▶

i Check out our new and improved Eligibility Lookup tool!

This tool is designed to streamline your process for determining an individual's Medicaid and LIS levels, ensuring you can recommend the most suitable plan options for your clients. With the Eligibility tool, you can perform a combined Medicaid/Medicare check or conduct separate, standalone checks for either Medicaid or Medicare.

Navigate on your left hand side bar to "Eligibility" to access. How-to video coming soon.

☆ What's New

2 Click "Eligibility"

Devoted Start Enrollment

Home Clients **Eligibility** Applications Commissions Messages Learning Storefront Enrollment Kits Events

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Navigate on your left hand side bar to "Eligibility" to access. How-to video coming soon.

3 Click "Add New Prospect Eligibility Query"

Devoted Start Enrollment John Test

My Eligibility Queries

Welcome to our new and Improved Eligibility Lookup Tool!
You can now run combined Medicare and Medicaid checks in one place, or perform standalone checks for Medicare or Medicaid. This tool helps you determine a client's Medicaid and LIS levels, ensuring you can recommend the most suitable plan options.
Please note: Medicaid checks are only available in states where we offer D-SNP plans.

Search Prospect Eligibility Queries

Add New Prospect Eligibility Query
6 columns selected Select Columns

Status

28 Total < 1 2 > 25 / page

Name	Birth date	MBI	Medicaid Number	Created date	Status
				10/6/2025	Error Occurred
				10/6/2025	Completed
				10/6/2025	Completed
				10/6/2025	Completed
				10/3/2025	Completed
				10/3/2025	Completed

4 Enter the zip code for the prospect

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Events

Consolidated Eligibility Check

Zip Code: * State:

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Weekdays, 9am to 10pm Eastern (Dec 8 - Oct 14)

Have a completed enrollment form?
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Or mail them to:
Devoted Health - Enrollment
PO Box 211127
Eagan, MN 55121

Need to contact a Member Service Guide?
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8am to 8pm, 7 days a week

5 The state will automatically appear because of the zip code. If you are in a state where we offer DSNP plans (AL, AR, CO, FL, LA, MO, MS, NE, NC, OH, OK, PA, TX and UT) you can search for Medicare and Medicaid or Medicaid Only. In states where we do not offer a DSNP (all other Devoted states) you will be able to search for Medicare Only. In this first example we will search in a DSNP state for Medicare and Medicaid.

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Consolidated Eligibility Check

Zip Code: * State:

Select Eligibility Check Type
Choose which eligibility verification you want to perform for this prospect:

Both Medicare & Medicaid
Comprehensive eligibility check for dual-eligible prospects.

Medicare Only
Verify Medicare eligibility using birth date and Medicare Beneficiary ID. Requires NEADS attestation.

Medicaid Only
Verify Medicaid eligibility using Medicaid ID or pers information.

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6 Enter the individuals first name and last name.

65803 Missouri

Select Eligibility Check Type

Choose which eligibility verification you want to perform for this prospect:

- Both Medicare & Medicaid**
Comprehensive eligibility check for dual-eligible prospects.
- Medicare Only**
Verify Medicare eligibility using birth date and Medicare Beneficiary ID. Requires NEADS attestation.
- Medicaid Only**
Verify Medicaid eligibility using Medicaid ID or personal information.

Eligibility Information

* First Name: Middle Name: * Last Name:

Gender:

* Birth Date:

* I attest that I have gone through a NEADS analysis with the beneficiary. The beneficiary has requested enrollment and consented to complete a verification check, which will confirm the beneficiary's information matches CMS records and provide details regarding their eligibility (e.g. low income subsidy, election period, Part A and B start dates). By checking this option and 'Check Eligibility', an eligibility inquiry to CMS will be launched and the response will be displayed here. NOTE: Checking eligibility here is not required to submit an application.

The fields below are not required; however, entering this information allows the tool to provide a more complete eligibility review. If an MBI is not entered, the tool will first run a Medicaid check

7 Choose the individuals Gender

Devoted Start Enrollment John Test

65803 Missouri

Select Eligibility Check Type

Choose which eligibility verification you want to perform for this prospect:

- Both Medicare & Medicaid**
Comprehensive eligibility check for dual-eligible prospects.
- Medicare Only**
Verify Medicare eligibility using birth date and Medicare Beneficiary ID. Requires NEADS attestation.
- Medicaid Only**
Verify Medicaid eligibility using Medicaid ID or personal information.

Eligibility Information

* First Name: Middle Name: * Last Name:

Gender:

* I attest that I have gone through a NEADS analysis with the beneficiary. The beneficiary has requested enrollment and consented to complete a verification check, which will confirm the beneficiary's information matches CMS records and provide details regarding their eligibility (e.g. low income subsidy, election period, Part A and B start dates). By checking this option and clicking 'Check Eligibility', an eligibility inquiry to CMS will be launched and the response will be displayed here. NOTE: Checking eligibility here is not required to submit an application.

The fields below are not required; however, entering this information allows the tool to provide a more complete eligibility review. If an MBI is not entered, the tool will first run a Medicaid check and then use that information to complete the Medicare check.

Medicare Beneficiary ID (MBI)

For comprehensive eligibility checks: If no MBI is provided, we'll first perform the Medicaid check to obtain the MBI, then use it for the Medicare check.

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Enter the individuals birth date

Devoted Start Enrollment John Test

05503 Missouri

Select Eligibility Check Type

Choose which eligibility verification you want to perform for this prospect:

Both Medicare & Medicaid
Comprehensive eligibility check for dual-eligible prospects.

Medicare Only
Verify Medicare eligibility using birth date and Medicare Beneficiary ID. Requires NEADS attestation.

Medicaid Only
Verify Medicaid eligibility using Medicaid ID or personal information.

Eligibility Information

* First Name: Middle Name: * Last Name:

Gender:

* Birth Date:

I attest that I have gone through a NEADS analysis with the beneficiary. The beneficiary has requested enrollment and consented to complete a verification check, which will confirm the beneficiary's information matches CMS records and provide details regarding their eligibility (e.g. low income subsidy, election period, Part A and B start dates). By checking this option and clicking 'Check Eligibility', an eligibility inquiry to CMS will be launched and the response will be displayed here. NOTE: Checking eligibility here is not required to submit an application.

The fields below are not required; however, entering this information allows the tool to provide a more complete eligibility review. If an MBI is not entered, the tool will first run a Medicaid check and then use that information to complete the Medicare check.

Medicare Beneficiary ID (MBI)

For comprehensive eligibility checks: If no MBI is provided, we'll first perform the Medicaid check to obtain the MBI, then use it for the Medicare check.

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Click the "* I attest" button confirming the individual attests to the eligibility check.

The screenshot shows the Devoted web application interface. At the top, there is a navigation bar with the Devoted logo, a "Start Enrollment" button, and a user profile "John Test". A sidebar on the left contains various navigation icons: Home, Clients, Eligibility (highlighted), Applications, Commissions, Messages, Learning, Storefront, Enrollment Kits, Events, Appointments, and Support. The main content area displays a form for checking eligibility. It includes a dropdown menu for gender (set to "Male"), a birth date field (showing "59 years ago"), and a checkbox labeled "* I attest that I have gone through a NEADS analysis with the beneficiary." This checkbox is circled in red. Below this, there is a text box for "Medicare Beneficiary ID (MBI)" containing "1SG4-TE5-MK73". A yellow highlighted box contains the text: "For comprehensive eligibility checks: If no MBI is provided, we'll first perform the Medicaid check to obtain the MBI, then use it for the Medicare check." Below that is a "Medicaid Number" field with the placeholder "State-specific format". At the bottom of the form is a "Check Eligibility" button. The footer contains contact information for the Agent Support team, including phone, fax, and mail addresses, and a note about the Member Service Guide. The Orinoco logo is also present in the footer.

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The next fields are optional, but entering this information will provide a more complete eligibility check. If no Medicare number is entered, the system will automatically pull it from the Medicaid data (if available) and run both checks. If the individual does not have Medicaid, you'll need to obtain their Medicare number to complete the Medicare check.

Devoted Start Enrollment John Test

Male

* Birth Date: [Redacted] 59 years ago

I attest that I have gone through a NEADS analysis with the beneficiary. The beneficiary has requested enrollment and consented to complete a verification check, which will confirm the beneficiary's information matches CMS records and provide details regarding their eligibility (e.g. low income subsidy, election period, Part A and B start dates). By checking this option and clicking 'Check Eligibility', an eligibility inquiry to CMS will be launched and the response will be displayed here. NOTE: Checking eligibility here is not required to submit an application.

The fields below are not required; however, entering this information allows the tool to provide a more complete eligibility review. If an MBI is not entered, the tool will first run a Medicaid check and then use that information to complete the Medicare check.

Medicare Beneficiary ID (MBI)
1SG4-ES-MK73

For comprehensive eligibility checks: If no MBI is provided, we'll first perform the Medicaid check to obtain the MBI, then use it for the Medicare check.

Medicaid Number
State-specific format

Check Eligibility

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The same goes for the Medicaid number, this is not required, but if you have this handy it can assist with the check if the individual cannot be located by name and date of birth.

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Click "Check Eligibility"

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The check will then provide the following information as outlined in the next few steps.

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In this image showing the MBI, and Part A and B eligibility

The screenshot displays the 'Eligibility Results' page in the Devoted system. The page is titled 'Eligibility Results' and includes a 'Perform another eligibility request' link. The main content area shows the following sections:

- Summary:** Two status boxes are visible: 'Has Medicare - Yes' and 'Has Medicaid - Yes' (Source: Medicaid query).
- Demographics:** A table with the following data:

Field	Value
MBI	17
Birth Date	7
Name	
Residential Address	
Mailing Address	
- Medicare Status:** A section for Medicare status details.
- Entitlement Periods:** A table with the following data:

Type	Start Date	End Date
Part A	1998	
Part B	2018-	
Part B	1998-C	2017-C
- Eligibility Periods:** A section for eligibility period details.

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Moving down the page, you will be able to view the level of medicaid, and if they have a managed medicaid organization as well as their current and past plan enrollments

The screenshot shows the 'Medicaid Status' page in the Devoted system. The page includes a sidebar with navigation options like Home, Clients, Eligibility, Applications, Commissions, Messages, Learning, Storefront, Enrollment Kits, Events, Appointments, and Support. The main content area is divided into sections: 'Medicaid Status' (with 'State Checked: MO (State Medicaid)'), 'Medicaid ID' (with fields for Last Name, MBI, Eligibility Start Date, Dual Category Code, and Coverage Status), 'Plan Info' (with 'Future Plan' and 'Current Plan' sections), and 'Prior Plan' section. The 'Dual Category Code' is 'SLMB_PLUS - Dual Eligible'. The 'Current Plan' section shows a table with columns for Start Date, End Date, Contract Number, Program Type, PBP Number, Carrier Name, Plan Type, and Plan Name. The 'Prior Plan' section shows a similar table for a previous plan.

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Moving further down the page you will be able to view their LIS information including their level which helps you identify what they will pay for their prescription drugs. As well as if there were any uncovered months without drug coverage.

The screenshot shows the 'LIS (Low Income Subsidy)' and 'Uncovered Months' sections. The 'LIS' section has a table with columns for Start Date, End Date, Level, Co-payment Level, and Status. The 'Uncovered Months' section has a table with columns for Start Date, Months Count, Status, and Total. The 'LIS' section shows two entries for 2025 and 2026, both with a 'Level' of 'Level 1 (Full Subsidy - Non-FBDE)'. The 'Uncovered Months' section shows three entries for 2025, 2023, and 2014, all with a 'Months Count' of 0 and a 'Status' of 'C'.

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Finally at the bottom you will find additional details. By clicking or hovering on the (i) icon you can learn more about what these details mean.

6/1/2023	0	C	N/A
1/1/2025	0	C	N/A
7/1/2018	0	C	N/A
1/1/2018	0	C	N/A
9/1/2019	0	C	N/A
1/1/2020	0	C	N/A

Shows whether the beneficiary has Employer Group Health Plan coverage through their own or a spouse's current employment, which may affect Medicare enrollment choices and coordination of benefits.

EGHP Coverage (Employer Group Health Plan) No

Cura Indicator No

Not Lawful Presence Indicator No

Incarceration Indicator Yes

Perform another eligibility request

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By clicking "Start Application" after the eligibility check the individuals information will be carried into the enrollment, including the name, DOB, MBI, etc.

Additional Details

EGHP Coverage (Employer Group Health Plan)	No	Cura Indicator	No
Incarceration Indicator	No	Not Lawful Presence Indicator	No

Perform another eligibility request

Start Application

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If you would like to complete another eligibility request Click "Perform another eligibility request"

1/1/2015	0	C	N/A
7/1/2018	0	C	N/A
1/1/2018	0	C	N/A
9/1/2019	0	C	N/A
1/1/2020	0	C	N/A

* Cumulative status includes all previous uncovered periods. Incremental status represents only the specific period shown.

Additional Details

EGHP Coverage (Employer Group Health Plan)	No	Cara Indicator	No
Incarceration Indicator	Yes	Not Lawful Presence Indicator	No

Perform another eligibility request

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If you are choosing to do an eligibility check in a state where we do not have a DSNP, you will see the option for just the "Medicare Only" check.

Consolidated Eligibility Check

Zip Code: State:

Select Eligibility Check Type

Choose which eligibility verification you want to perform for this prospect:

Medicaid eligibility checks are not available for IL. We only support Medicaid lookups in the following states: AL, AR, CO, FL, LA, MO, MS, NC, NE, OH, OK, PA, TX, UT

<p>Both Medicare & Medicaid</p> <p>Not available for selected state</p>	<p>Medicare Only</p> <p>Verify Medicare eligibility using birth date and Medicare Beneficiary ID. Requires NEADS attestation.</p>	<p>Medicaid Only</p> <p>Not available for selected state</p>
--	--	---

21 For this check you will need to include the name, date of birth and MBI

Medicare Eligibility Information

* First Name: Middle Name: * Last Name:

Gender:

* Birth Date: * Medicare Beneficiary ID (MBI):

I attest that I have gone through a NEADS analysis with the beneficiary. The beneficiary has requested enrollment and consented to complete a verification check, which will confirm the beneficiary's information matches CMS records and provide data regarding their eligibility (e.g. low income subsidy, election period, Part A and B start dates). By checking this option and clicking 'Check Eligibility', an eligibility inquiry to CMS will be launched and the response will be displayed here. NOTE: Checking eligibility here is not required to submit an application.

22 In this check you will be able to identify the individuals

- A and B effective dates
- Y or N for medicaid status - *It will not show an individuals Medicaid Level*
- Current and previous plans
- LIS levels
- Uncovered months data
- additional details around EGHP, incarceration, Cara, and not lawful presence