



RENAISSANCE PHYSICIAN ORGANIZATION



Texas HealthSpring

A Medicare Advantage Plan

Having trouble accessing data on MY QUEST?

Here are some FAQ's and a few quick Tips!

1. *“How do I enter Member Numbers?”*
 - a. Texas HealthSpring ex:123456789 you must add ***01 to the end** (123456789*01) ←
 - b. HMO Blue ex: ZGZ123456789 – you’ll need to **drop** the letters ZGZ and just type in the number along with *01 (123456789*01)
 - c. Cigna ex: U123456789 – keep the U with the number, along with *01 (U123456789*01)
2. *“I want the name of the procedure code or diagnosis code, not just a number, how?”* Take your cursor and lay it directly over the number, do not click on it, and a highlight box will appear with a description. Ex: 366.16

Senile Nuclear Cataract (HIPPA)

3. *“I’m a specialist and my “Panel Roster” says I have zero members, why?”* Specialists do not have a set list of members, only PCP should see a list of members here. In order to check eligibility, click on member search and fill in their information.
4. *“Where can I find a check reference number on the claim detail?”* This info can be found when a claim search is performed. Then click on the claim number and it’ll be under ‘claim information’.
5. *“I need a training document to help walk me through the system, where can I get one?”* Please, send an email from My Quest, when you’re log on, under ‘contact health plan’ or download it off the website, www.myrpo.com.