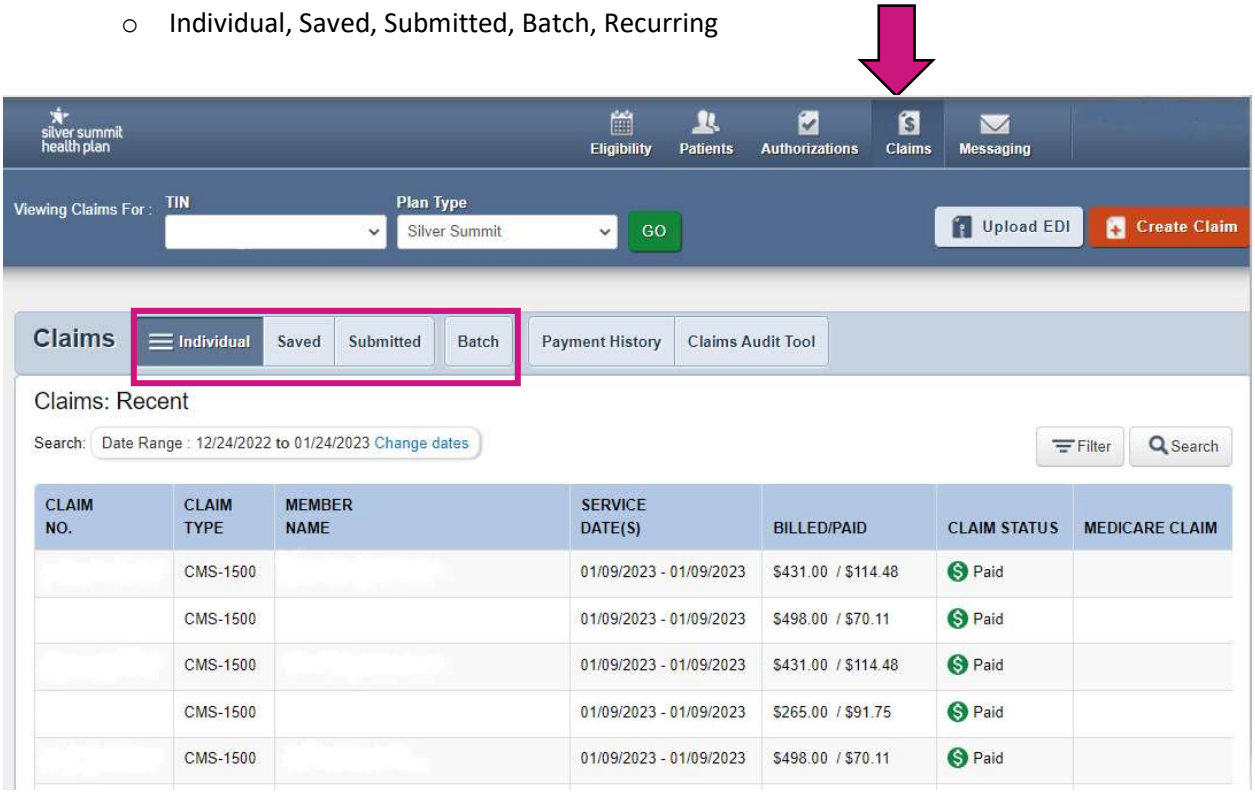
Claim Status via Secure Provider Portal

The Claims tool allows you to create new claims. You can also view details and manage all aspects of your saved and submitted claims.

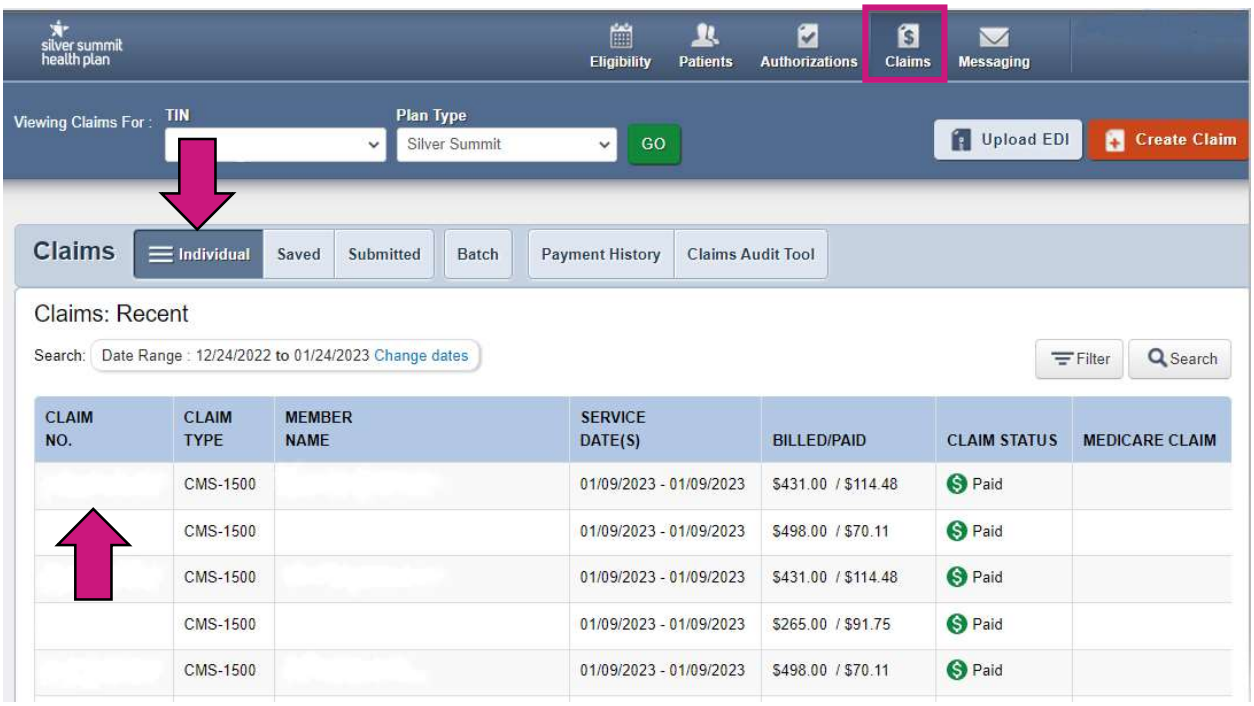
To view claims:

- Click on 'Claims', which will result in the claims history being displayed
- There are 5 claim tabs available for reviewing claim submission history and status
    - Individual, Saved, Submitted, Batch, Recurring

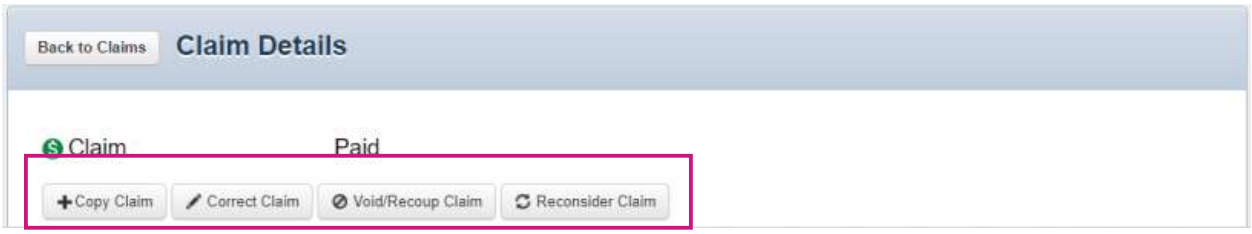


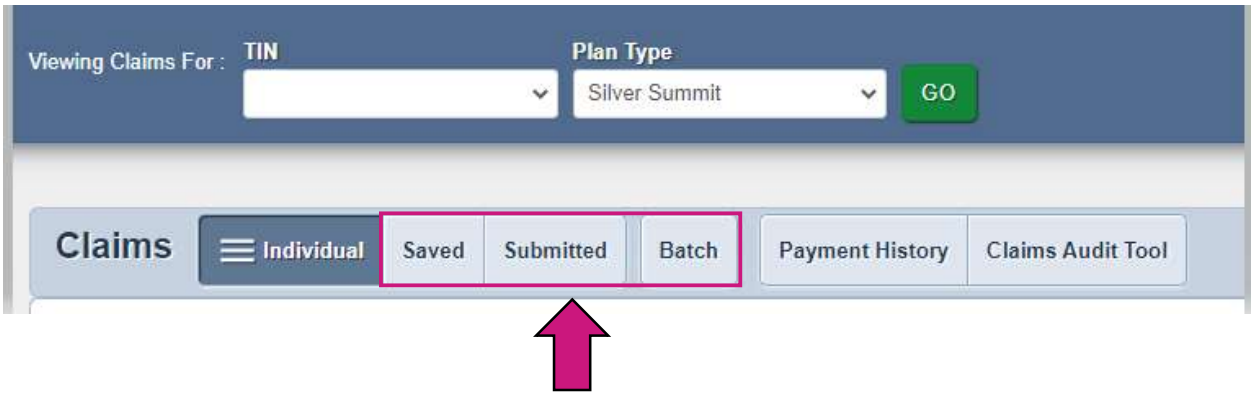
Individual Tab

- Provides a list of individual claims submitted and displays the following information
  - Claim No, Claim Type, Member Name, Service Dates(s), Amounts Billed/Paid, Status
- To view claim details, click on the Claim No. of the desired row



- By clicking on the Claim No, the specific claim details will be displayed for review
- Besides the claim details displayed, additional claims processing features are
- available:
  - Correct Claim: applicable when a claim needs to be updated
  - Copy Claim: used to copy claim details for ease of filing a similar claim
  - Void/Recoup: used to void an original claim that has been processed, or to request a recoupment of payment





Saved Tab

- This tab provides a list of claims that are either in Draft or Ready to be Submitted status
  - Draft: claims that have missing information to be completed or errors that have not been corrected
  - Ready to be Submitted: claims that have been completed but not submitted

Submitted Tab

- This tab provides a summary of claims that have been submitted

Batch and Recurring Tab

- This tab is used for submitting batch and recurring claims, addressed in other sections of this presentation