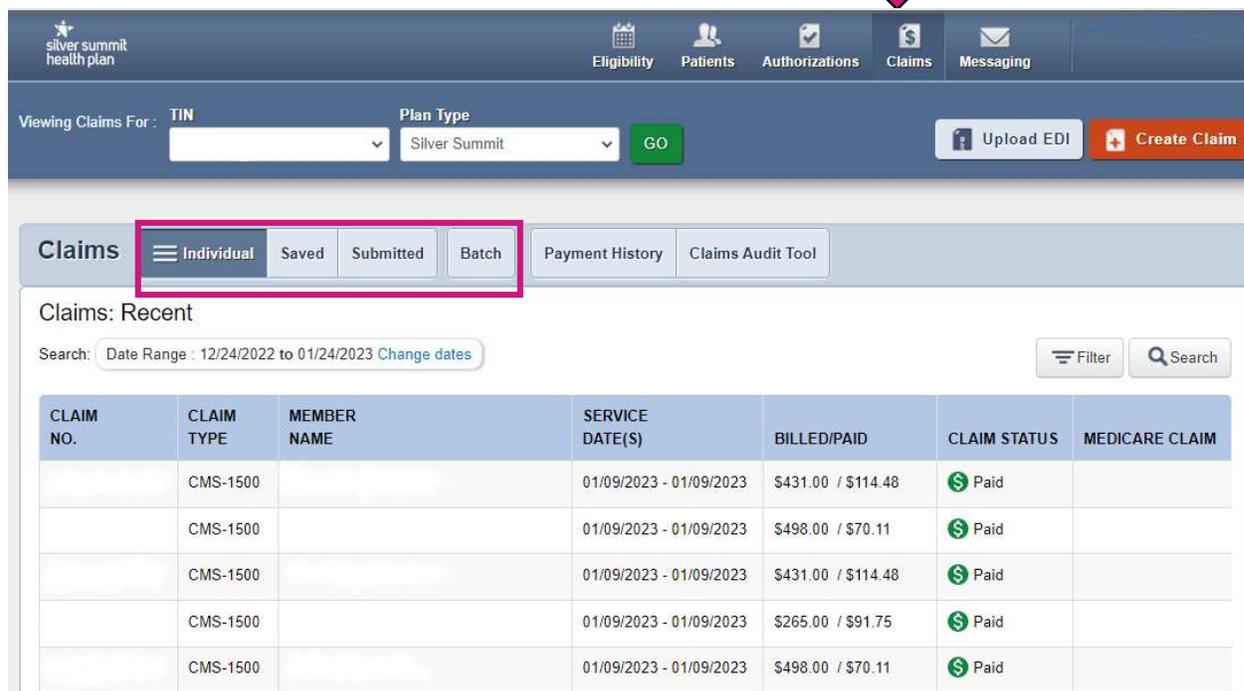


Claim Status via Secure Provider Portal

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

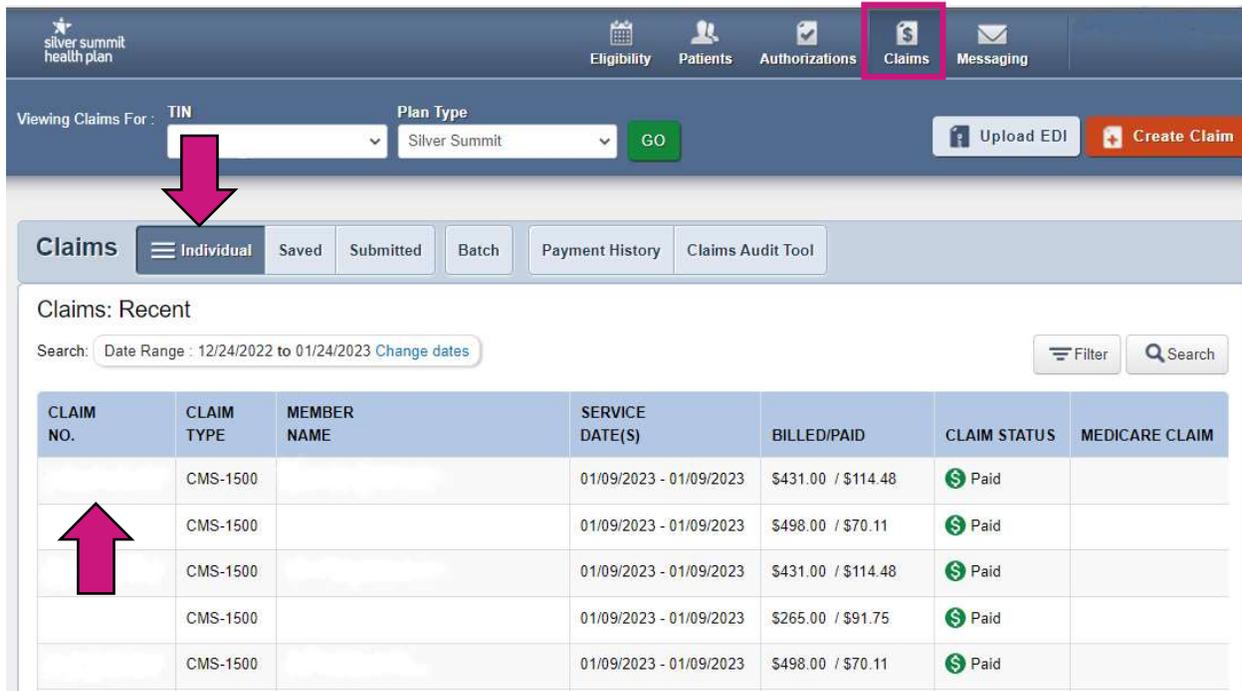



The screenshot shows the 'Claims' section of the Silver Summit Health Plan Secure Provider Portal. At the top, there is a navigation bar with icons for Eligibility, Patients, Authorizations, Claims, and Messaging. Below this is a search area for 'Viewing Claims For' with a TIN dropdown, a Plan Type dropdown set to 'Silver Summit', and a 'GO' button. To the right are 'Upload EDI' and 'Create Claim' buttons. The main section has a 'Claims' header with a menu icon and five tabs: 'Individual', 'Saved', 'Submitted', 'Batch', and 'Recurring'. The 'Individual' tab is selected and highlighted with a pink box. Below the tabs are 'Payment History' and 'Claims Audit Tool' buttons. The main content area is titled 'Claims: Recent' and includes a search bar with a date range of '12/24/2022 to 01/24/2023' and 'Change dates' link. There are 'Filter' and 'Search' buttons. A table displays recent claims with the following data:

CLAIM NO.	CLAIM TYPE	MEMBER NAME	SERVICE DATE(S)	BILLED/PAID	CLAIM STATUS	MEDICARE CLAIM
	CMS-1500		01/09/2023 - 01/09/2023	\$431.00 / \$114.48	Paid	
	CMS-1500		01/09/2023 - 01/09/2023	\$498.00 / \$70.11	Paid	
	CMS-1500		01/09/2023 - 01/09/2023	\$431.00 / \$114.48	Paid	
	CMS-1500		01/09/2023 - 01/09/2023	\$265.00 / \$91.75	Paid	
	CMS-1500		01/09/2023 - 01/09/2023	\$498.00 / \$70.11	Paid	

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



Viewing Claims For: TIN [dropdown] Plan Type: Silver Summit [dropdown] GO [button] Upload EDI [button] Create Claim [button]

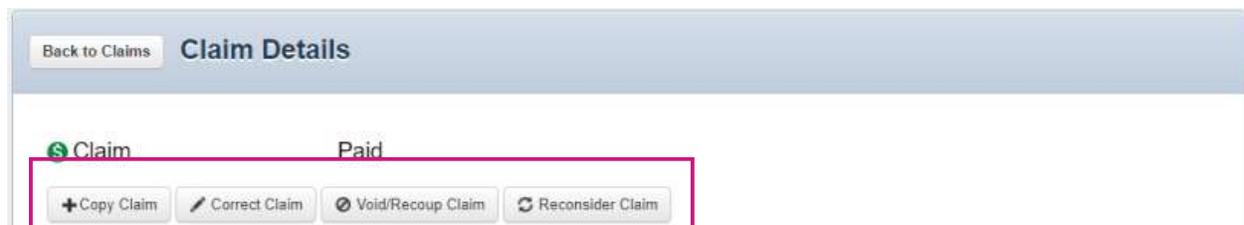
Claims: Individual | Saved | Submitted | Batch | Payment History | Claims Audit Tool

Claims: Recent

Search: Date Range: 12/24/2022 to 01/24/2023 [Change dates](#) Filter Search

CLAIM NO.	CLAIM TYPE	MEMBER NAME	SERVICE DATE(S)	BILLED/PAID	CLAIM STATUS	MEDICARE CLAIM
	CMS-1500		01/09/2023 - 01/09/2023	\$431.00 / \$114.48	Paid	
	CMS-1500		01/09/2023 - 01/09/2023	\$498.00 / \$70.11	Paid	
	CMS-1500		01/09/2023 - 01/09/2023	\$431.00 / \$114.48	Paid	
	CMS-1500		01/09/2023 - 01/09/2023	\$265.00 / \$91.75	Paid	
	CMS-1500		01/09/2023 - 01/09/2023	\$498.00 / \$70.11	Paid	

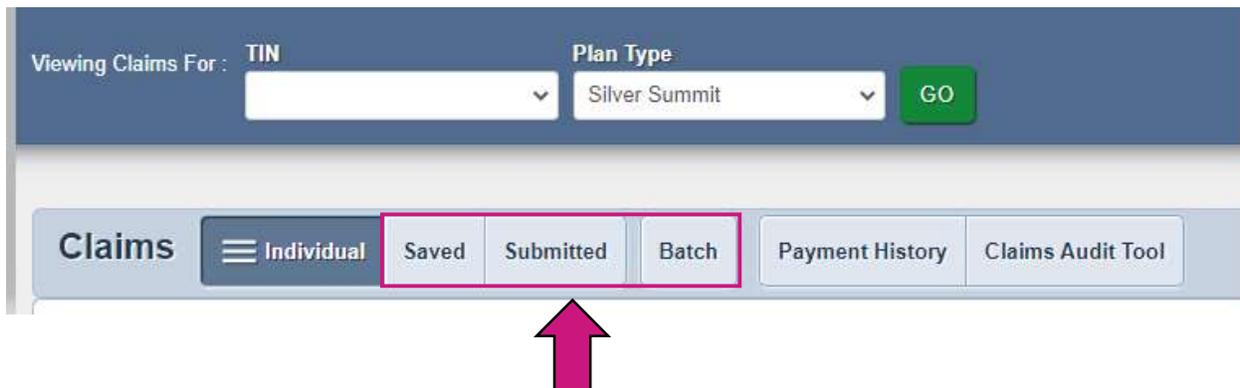
- By clicking on the Claim No, the specific claim details will be displayed for review
- Besides the claim details displayed, additional claims processing features are available:
 - Correct Claim: applicable when a claim needs to be updated
 - Copy Claim: used to copy claim details for ease of filing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



Back to Claims Claim Details

Claim Paid

+ Copy Claim Correct Claim Void/Recoup Claim Reconsider Claim



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