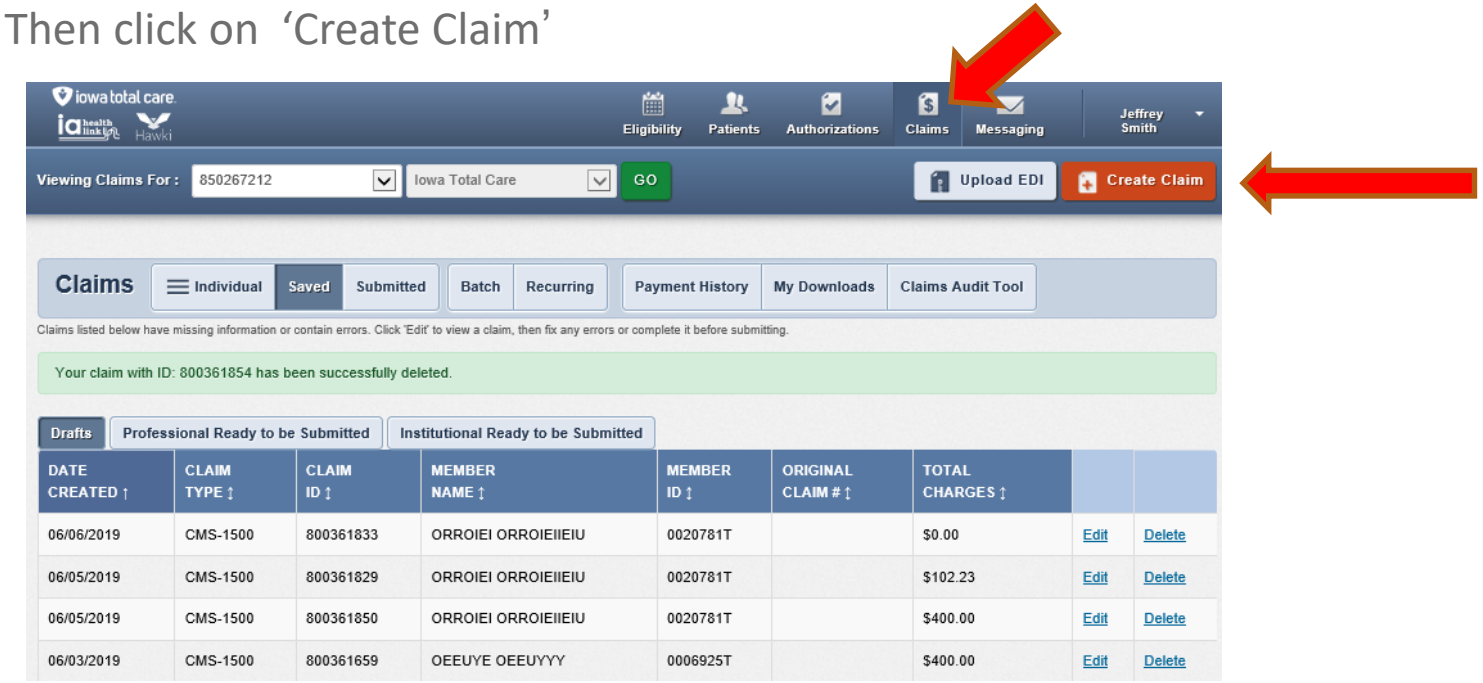
Provider Portal

Single Claim Submission

Single Claim Submission

To enter a single claim

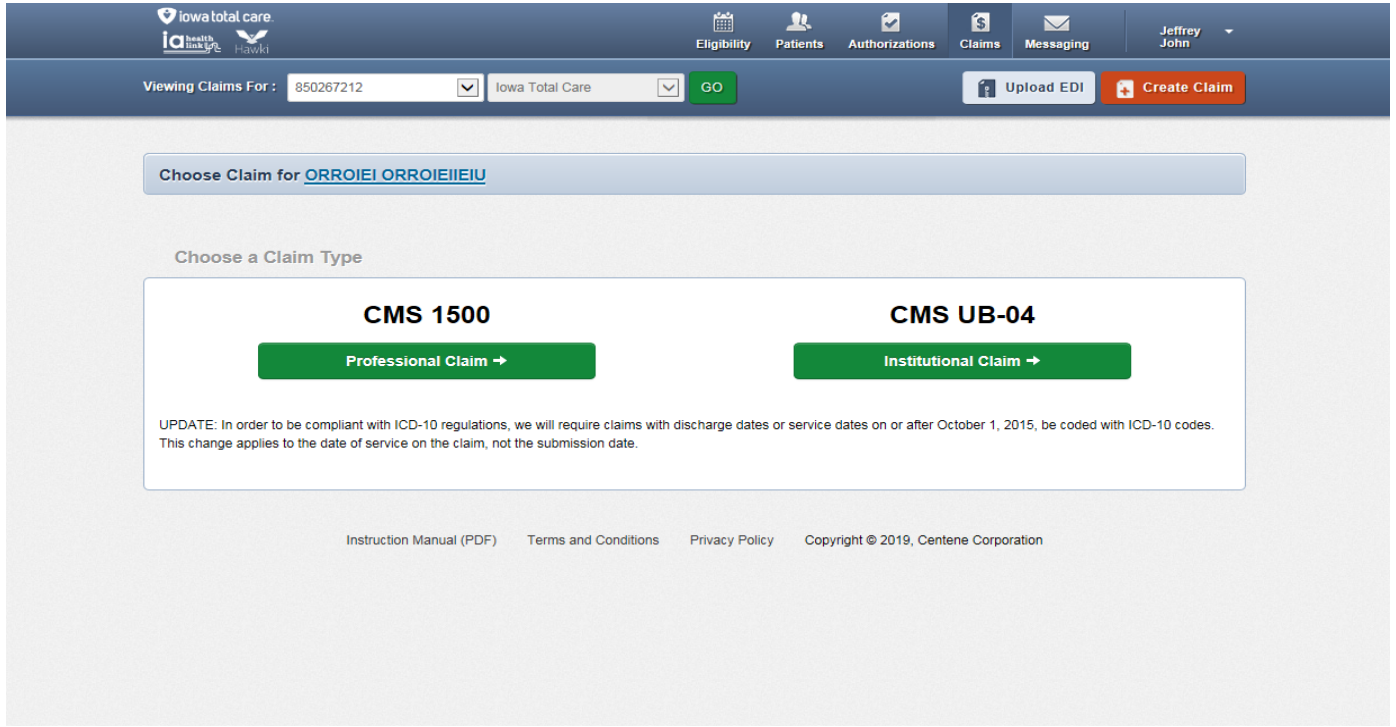
- Click on Claims, which results in claim history being displayed
- Then click on ‘Create Claim’



- The following fields will appear
  - Complete the member ID or Last Name and Birthdate
  - Click ‘Find’

Single Claim Submission

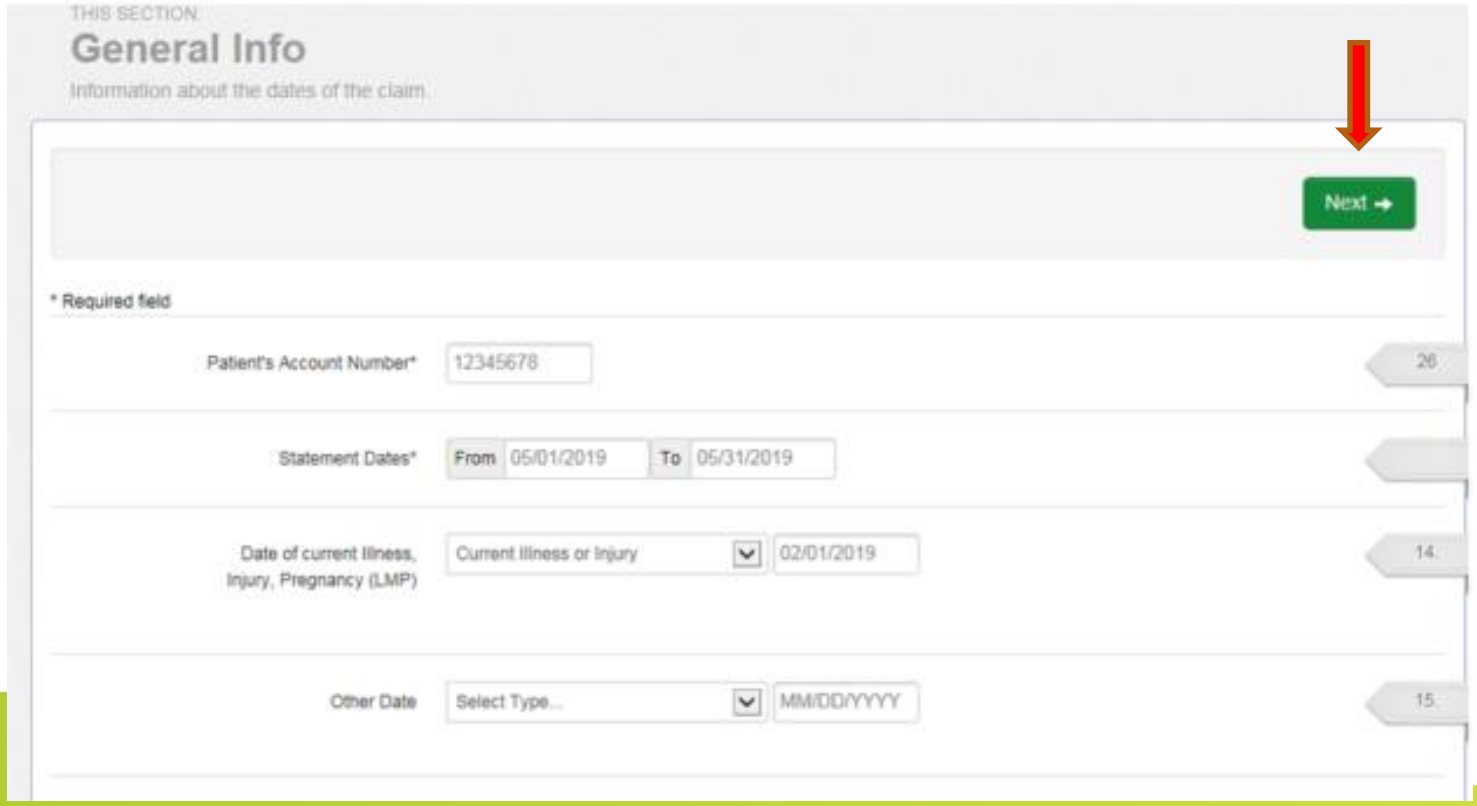
Click on the appropriate claim form option based on your provider type



Single Claim Submission

Claim Field Entry

- The claim fields displayed will vary depending on the claim form selected
- There will be multiple pages of claim fields to be completed
- Complete all of the appropriate fields related to the patient's condition
- Once each claim page is completed, click Next to proceed to the next page



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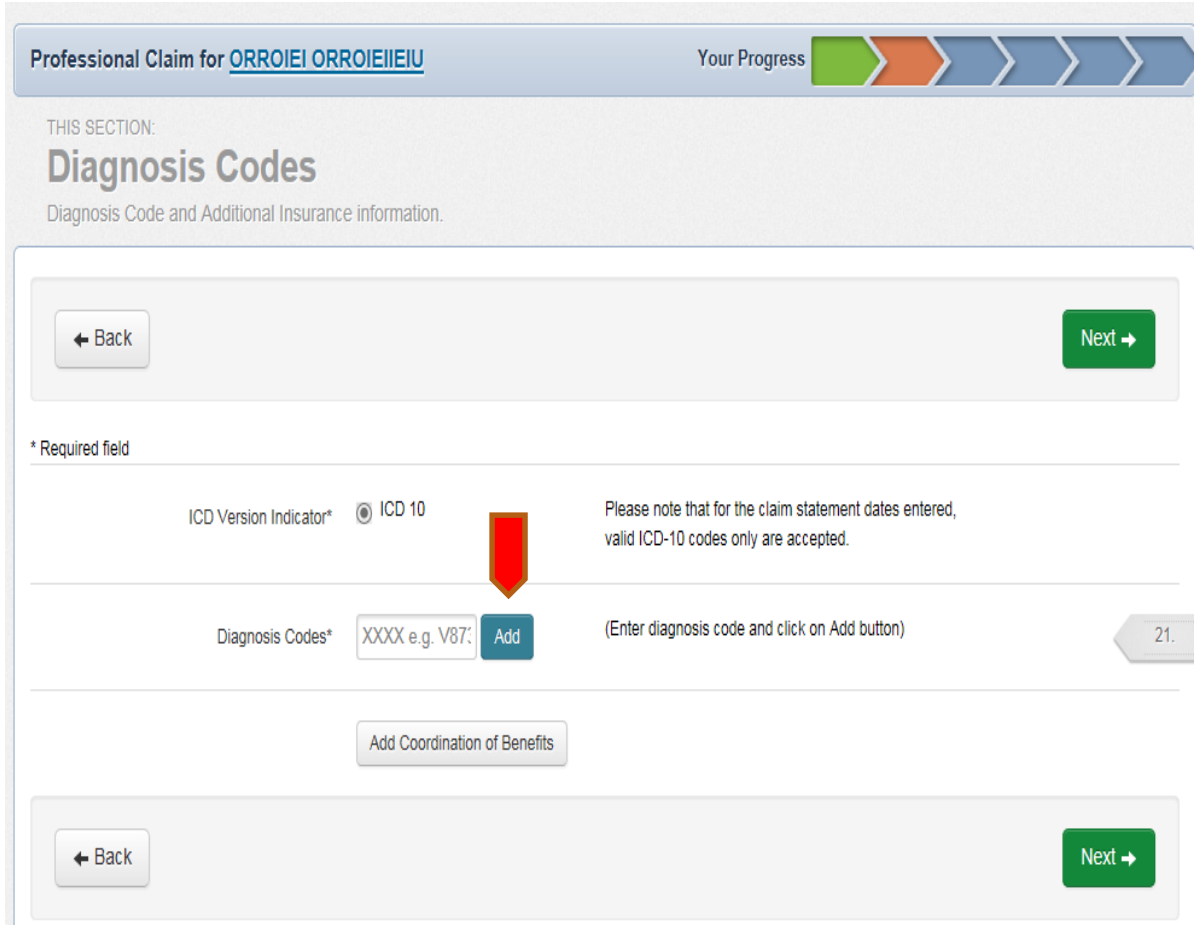

- After completing a claim section, the Next button must be clicked to proceed to the following section
- All "*" are required

Whenever a numbered arrow is present in the portal, the number reflects the UB or 1500 claim form box

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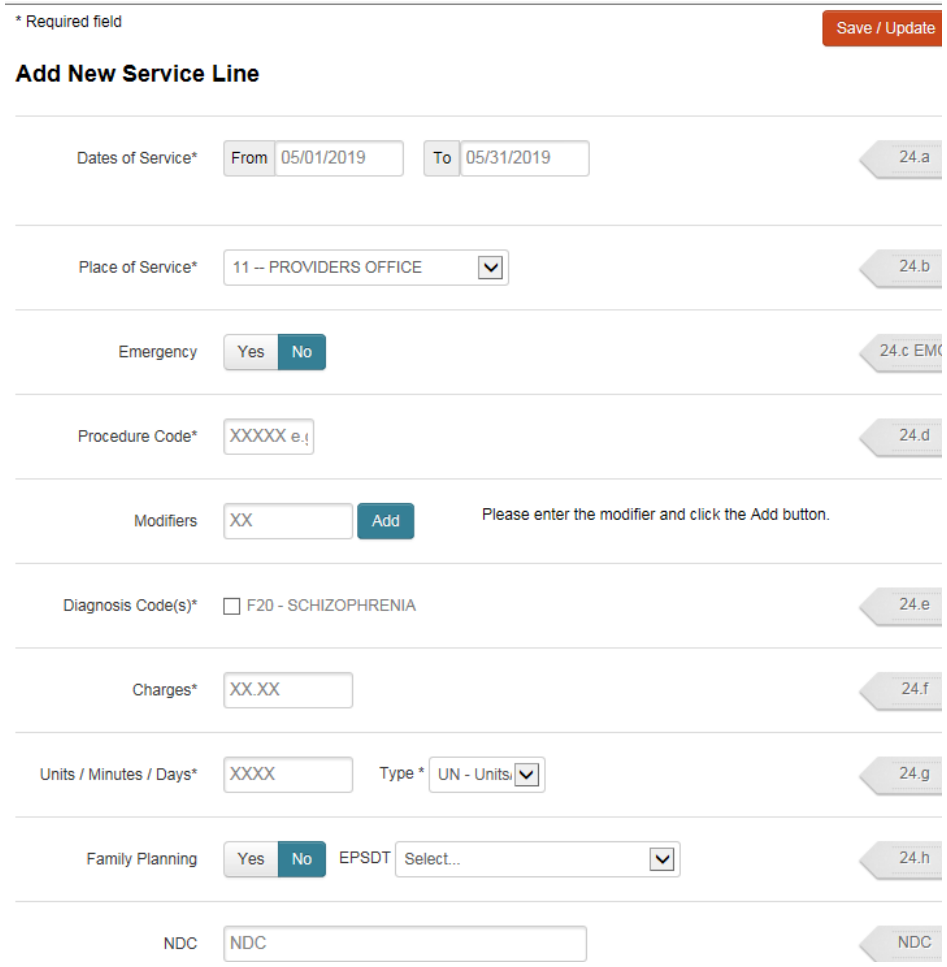
Key Notes for Completing Service Lines

When entering charges for the service billed, include the decimal point to ensure the data is populated accurately. For example, 99.00 convert to $99.00

To add additional service lines, click the Save/Update button and then click the New Service Line button. Enter up to 99 service lines

When finished, click Next



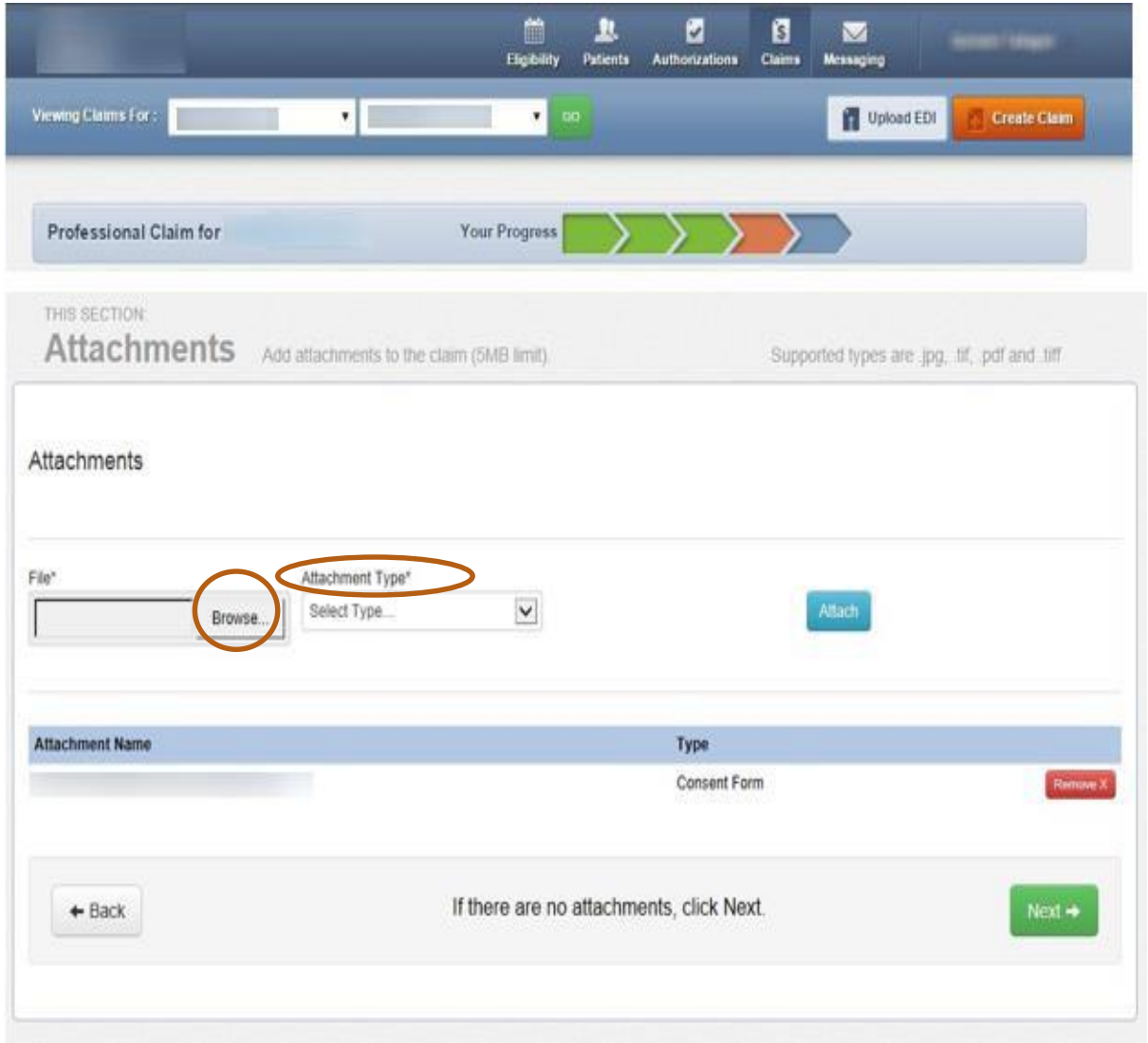
Single Claim Submission

Documents can be uploaded and attached to the claim by:

- Clicking on the Browse icon to attach the document
- Selecting the appropriate Attachment Type
- Repeating the process if more than one document needs uploaded

Note:
If there are no attachments to upload, skip this section

Once all documents have been uploaded, click Next



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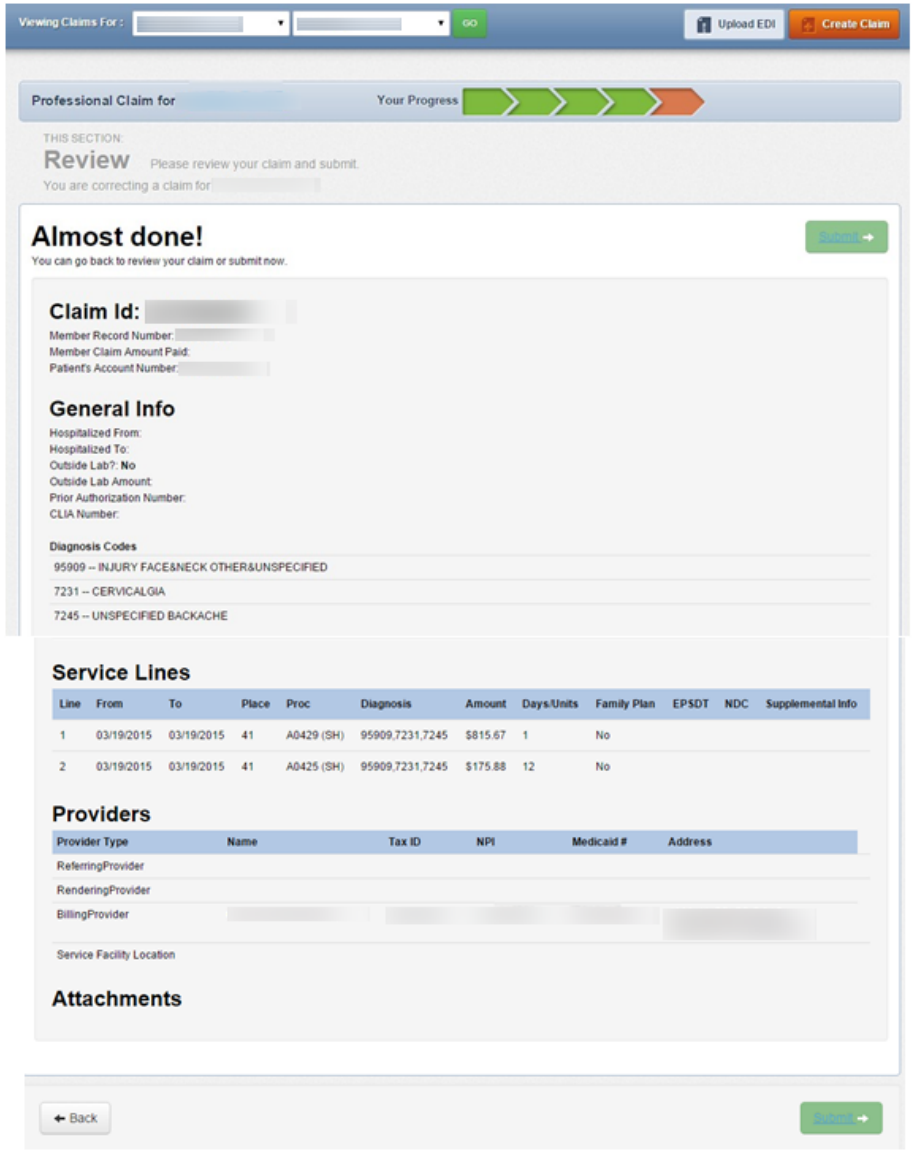
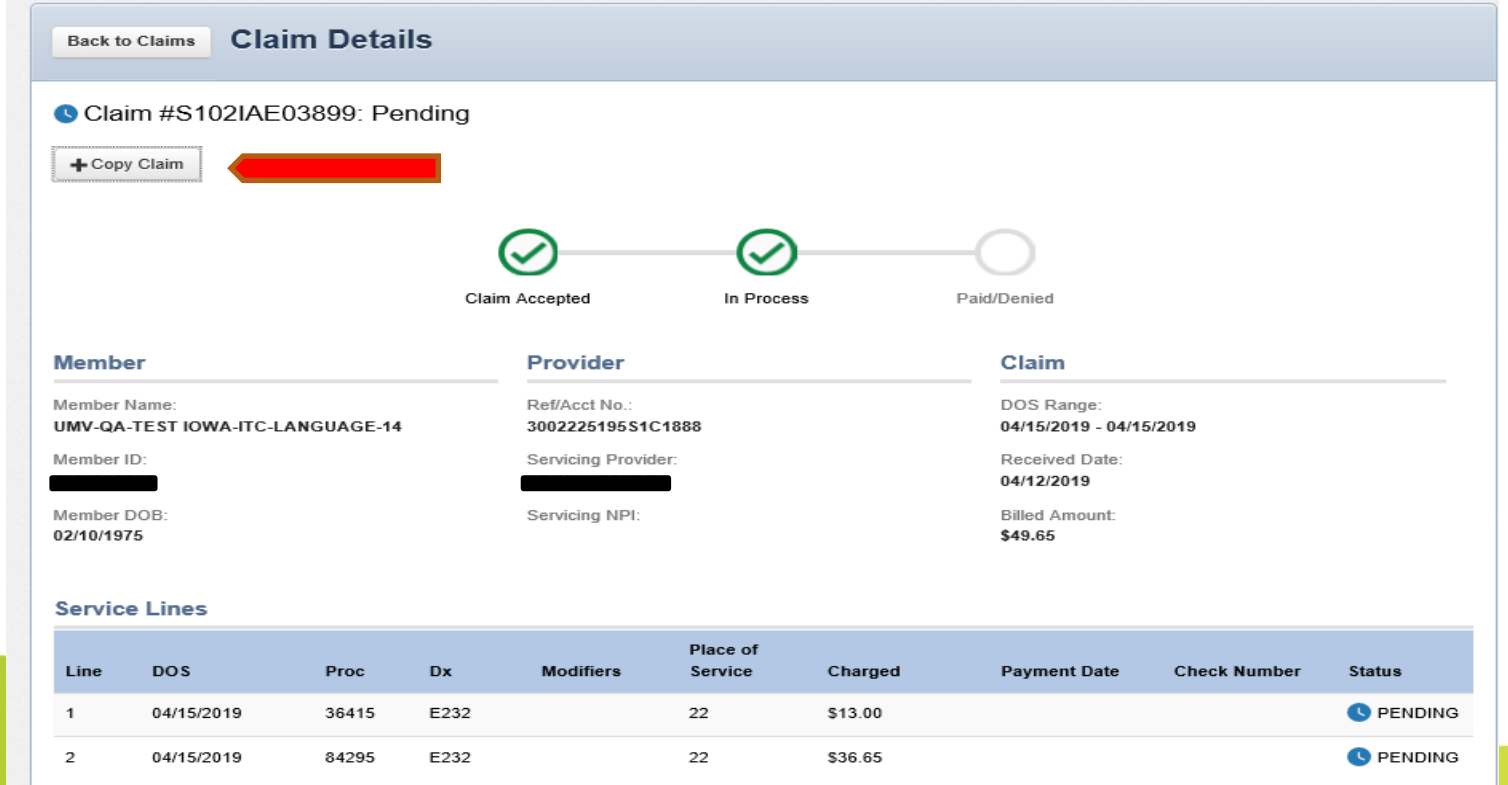
Review the claim information to ensure everything is accurate

- **If errors, click Back and make corrections**
- **If accurate, click Submit**



Single Claim Submission

Copying a Claim

- A pending or processed claim can be copied to create a new claim with all data fields pre-populated
- The claims data can then be updated to accurately reflect the new claim information to be submitted
- This is a claims processing feature that can be used for streamlining the claims submission process