Provider Portal

Viewing Claims

Viewing Claims

To view claims:

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

Viewing Claims

Individual Tab

- Provides a list of individual claims submitted and displays the following information
  - o Claim No, Claim Type, Member Name, Service Dates(s), Amounts Billed/Paid, Status

Hover your mouse over the Status column and a Paid or Pending status displays.

- To view claim details, click on the Claim No of the desired row

Viewing Claims

- 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
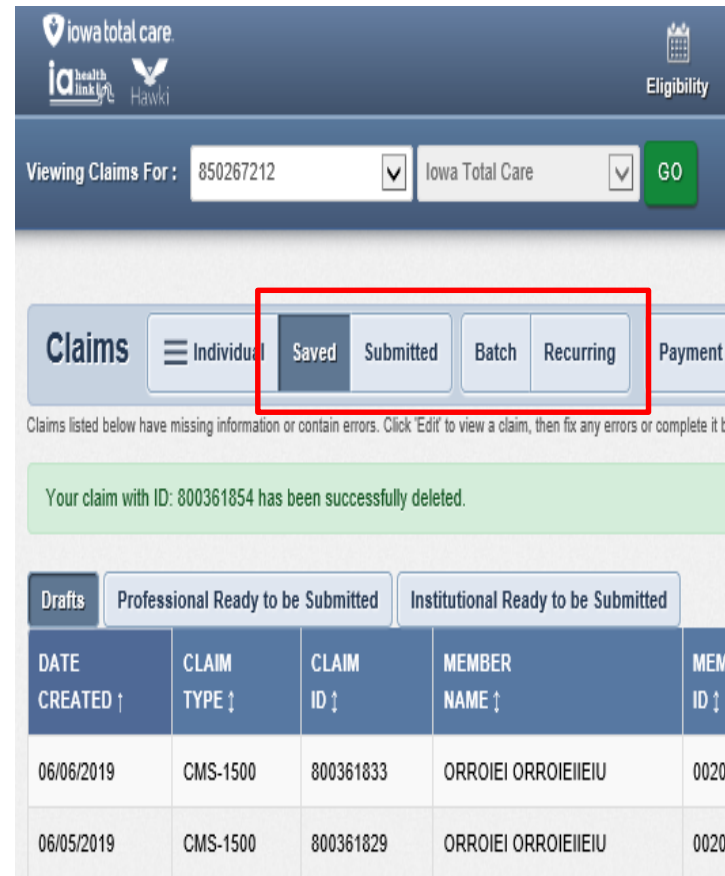
Viewing Claims

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