Provider Portal

Recurring Claim Submission
Recurring Claim Submission

Recurring claims can be created when member services are delivered and billed on a regular basis.

This feature creates efficiencies by:

• Eliminating the need to create new claims each month
• Pulling prior billed claim information and allowing the user to adjust pieces of the claim information necessary prior to resubmitting the claim
• Providing the ability to create a member list for submitting a group of recurring claims
From the Home Screen – Click on ‘Claims’
Recurring Claim Submission

Click ‘Recurring’

NOTE
The Claim Type selected will determine the claim fields available to complete based on whether UB or 1500 form.
Recurring Claim Submission

Service locations will be displayed based on the TIN being used

- If more than one service location is listed, select the desired service location

Then click on ‘View Your Member List’
A member list can be created by completing the fields titled

- Member ID or Last Name
- Birthdate

Then click Add
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Member Added will be displayed along with the member name and ID
Additional members can be added by repeating the process
  • If a member does not appear, check the member ID and birthdate and if still not found check eligibility of member
Complete all claim fields

- Available claim fields depend on the claim type selected – UB or 1500 form
- Once all fields are completed, click Create Claim
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To review a completed claim, click on the Action icon

• The claim can be viewed or updates can be made when applicable
• There are certain claim fields that cannot be edited within the portal
• If changes need to be made to fields that cannot be edited, the claim will need to be deleted and a new claim submitted

![Image of the portal with options to review and delete claims]
Once Review Claim is clicked, three options are available:

- Review the claim
- Update claim information by clicking on Edit Add New
- Add additional claim lines by clicking on Edit Add New, once completed click the Certification box and Submit

To close a claim after a Review is done, click Close.