

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 For: 850267212 | iowa Total Care | GO | Upload EDI | Create Claim

Claims | Individual | **Saved** | Submitted | Batch | Recurring | Payment History | My Downloads | Claims Audit Tool

Claims listed below have missing information or contain errors. Click 'Edit' to view a claim, then fix any errors or complete it before submitting.

Your claim with ID: 800361854 has been successfully deleted.

DATE CREATED ↑	CLAIM TYPE ↑	CLAIM ID ↑	MEMBER NAME ↑	MEMBER ID ↑	ORIGINAL CLAIM # ↑	TOTAL CHARGES ↑		
06/06/2019	CMS-1500	800361833	ORROIEI ORROIEIIEIU	0020781T		\$0.00	Edit	Delete
06/05/2019	CMS-1500	800361829	ORROIEI ORROIEIIEIU	0020781T		\$102.23	Edit	Delete
06/05/2019	CMS-1500	800361850	ORROIEI ORROIEIIEIU	0020781T		\$400.00	Edit	Delete
06/03/2019	CMS-1500	800361659	OEEUYE OEEUYYY	0006925T		\$400.00	Edit	Delete

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



Viewing Claims For: [Dropdown] [Dropdown] [OK] [Upload EDI] [Create Claim]

Claims [Individual] [Saved] [Submitted] [Batch] [Payment History] [My Downloads] [Claims Audit Tool] [Filter]

CLAIM NO. ↑	CLAIM TYPE ↓	MEMBER NAME ↓	SERVICE DATE(S) ↓	BILLED PAID ↓	STATUS ↓
	CMS-1500		04/05/2015 - 04/06/2015	\$071.41 / \$303.67	👍
	CMS-1500		04/05/2015 - 04/06/2015	\$1,244.34 / \$352.87	👍

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 For: [] [] GO Upload EDI Create Claim

Back to home Correct Claim Copy Claim Claim No.: Void/Recoup

Ref/Acct No: [] Received Date: []
Member ID: [] Billed Amount: []
Member Name: [] Payment Amount: []
Member DOB: 01/01/1980 Payment Date: []
Servicing Provider: [] Status: PAID
DCS Range: []

LINE	DOS	PROC	EX	MODIFIERS	PLACE OF SERVICE	CHARGED AMOUNT	PAYMENT AMOUNT	PAYMENT DATE	CHECKING	STATUS	STATUS DESCRIPTION
1	04/06/2015	A0427	78609	RH	41	\$955.15	\$303.57	04/20/2015	0900775286	PAID	PAID ACCORDING TO CONTRACT STATE PROCESSING GUIDELINES
2	04/06/2015	A0426	78609	RH	41	\$289.69	\$49.29	04/20/2015	0900775286	PAID	PAID ACCORDING TO CONTRACT STATE PROCESSING GUIDELINES

Saved Tab

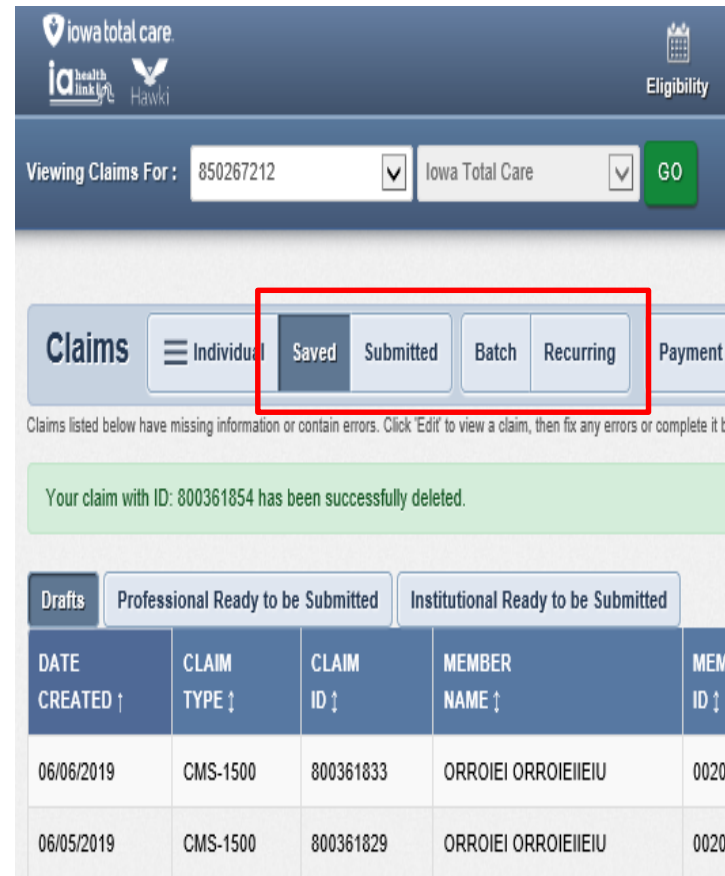
- This tab provides a list of claims that are either in Draft or Ready to be Submitted status
 - Draft: claims that have missing information to be completed or errors that have not been corrected
 - Ready to be Submitted: claims that have been completed but not submitted

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



Viewing Claims For : 850267212 Iowa Total Care GO

Claims: Individual **Saved** Submitted Batch Recurring Payment

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DATE CREATED ↑	CLAIM TYPE ↑	CLAIM ID ↑	MEMBER NAME ↑	MEMBER ID ↑
06/06/2019	CMS-1500	800361833	ORROIEI ORROIEIEIU	00201
06/05/2019	CMS-1500	800361829	ORROIEI ORROIEIEIU	00201