Quick Reference Guide: Claims Status Inquiry

The Quick Reference Guide for claims status inquiries contains the steps users can take to check the status of, correct or dispute a claim.

Note: Tufts Health Plan's provider payment dispute policies can be found in the applicable Provider Manual, in the Claims Requirements, Coordination of Benefits and Payment Disputes chapters, available on the Point32Health Provider website.
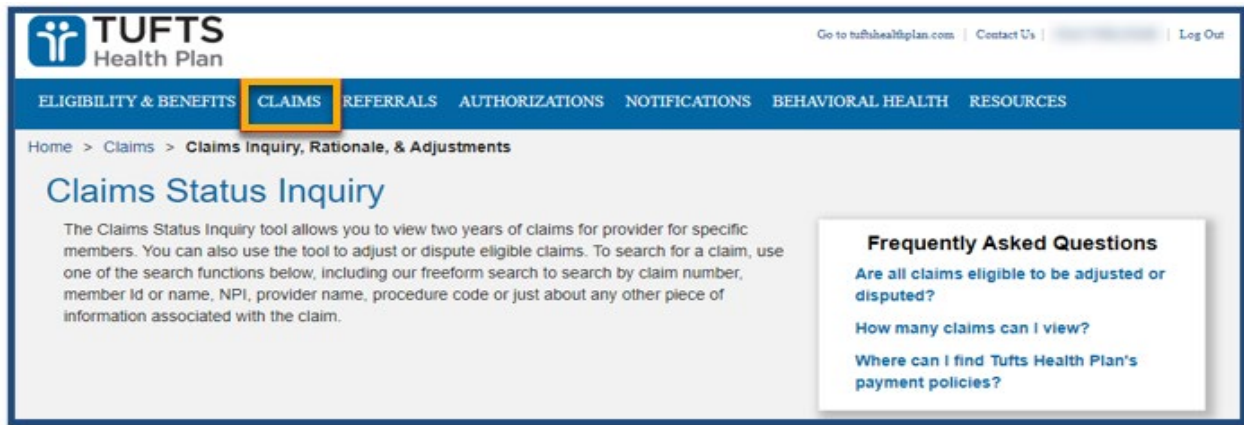
OVERVIEW

Registered users can view the status of a claim using the secure Provider portal.

How to check the status of, correct or dispute a claim:

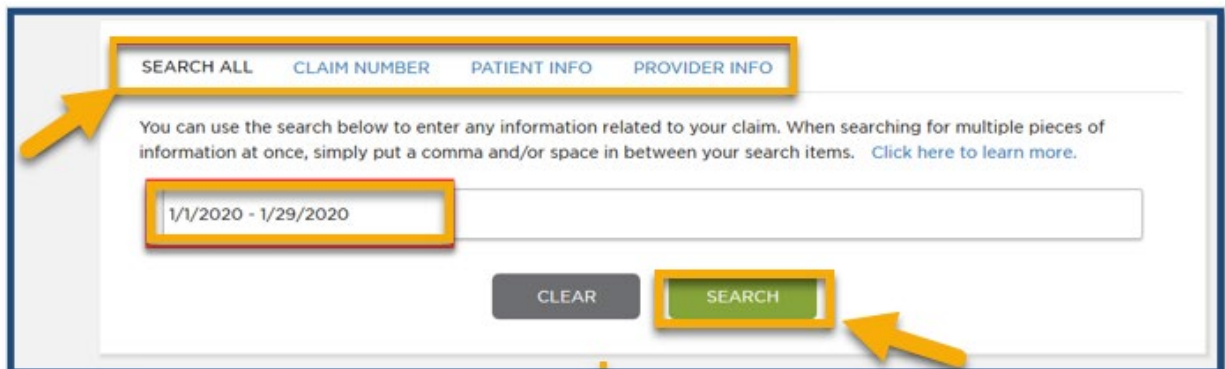**Step 1:** Log on to the secure Provider portal.

Step 2: From the main menu, click "Claims Inquiry, Rationale, & Adjustments."

Step 3: Enter any information related to the claim(s) that you are inquiring about using the free form search. The claim results will display according to the search criteria used.

Step 4: Click the claim number to view the claim details.