

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](#).

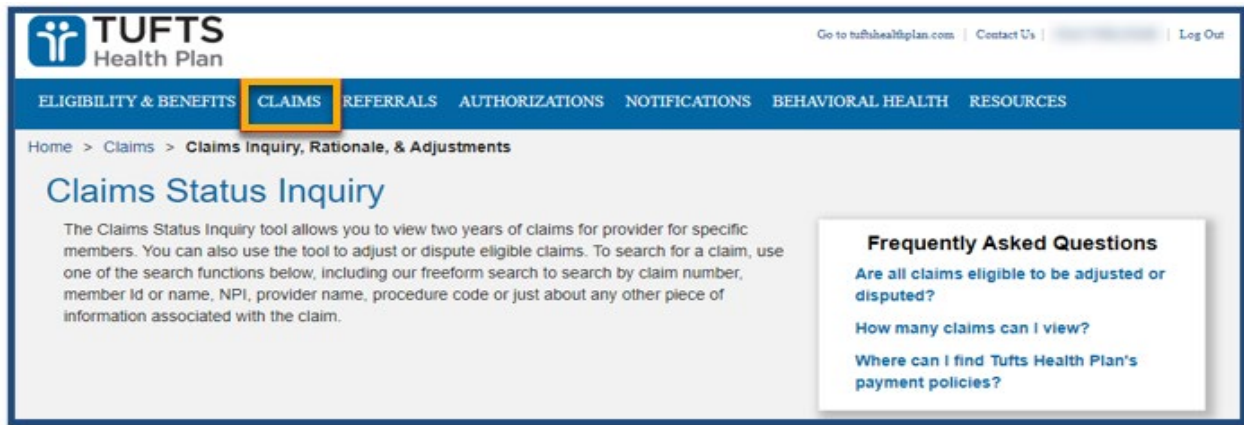
OVERVIEW

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:

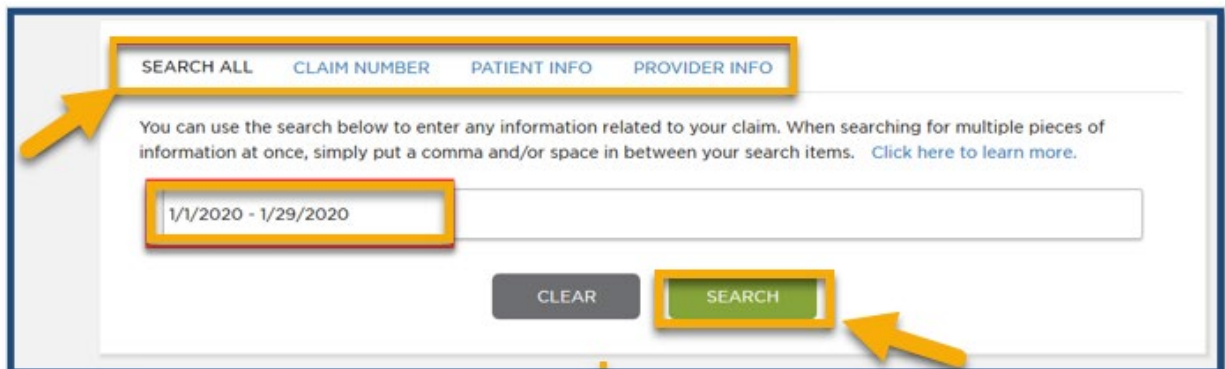
Step 1: Log on to the secure Provider [portal](#).

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



The screenshot shows the Tufts Health Plan website interface. The top navigation bar includes 'ELIGIBILITY & BENEFITS', 'CLAIMS' (highlighted with a yellow box), 'REFERRALS', 'AUTHORIZATIONS', 'NOTIFICATIONS', 'BEHAVIORAL HEALTH', and 'RESOURCES'. Below the navigation bar, the breadcrumb trail reads 'Home > Claims > Claims Inquiry, Rationale, & Adjustments'. The main heading is 'Claims Status Inquiry'. The text below the heading states: 'The Claims Status Inquiry tool allows you to view two years of claims for provider for specific members. You can also use the tool to adjust or dispute eligible claims. To search for a claim, use one of the search functions below, including our freeform search to search by claim number, member id or name, NPI, provider name, procedure code or just about any other piece of information associated with the claim.' On the right side, there is a 'Frequently Asked Questions' box with three questions: 'Are all claims eligible to be adjusted or disputed?', 'How many claims can I view?', and 'Where can I find Tufts Health Plan's payment policies?'.




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.





The screenshot shows the search interface. At the top, there are four tabs: 'SEARCH ALL' (highlighted with a yellow box), 'CLAIM NUMBER', 'PATIENT INFO', and 'PROVIDER INFO'. Below the tabs, there is a text input field containing '1/1/2020 - 1/29/2020'. To the right of the input field are two buttons: 'CLEAR' and 'SEARCH' (highlighted with a yellow box and an arrow). Above the 'SEARCH' button, there is a yellow arrow pointing to the 'SEARCH ALL' tab. The text below the input field reads: 'You can use the search below to enter any information related to your claim. When searching for multiple pieces of information at once, simply put a comma and/or space in between your search items. [Click here to learn more.](#)'

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

Showing 1 to 10 of 438,543 entries

Download  Print  Sort By: Relevance 

Patient	Provider	Payee	Claim
			12345678  Amt. Billed : \$76,955.53 Amt. Paid : \$4,134.00 Status Cat : F1 Status Code : 65 Start Dt : 05/02/2018 Receipt Dt : 06/07/2018 Adjusted? : NO Adjustable? : Adjust Claim
			 Amt. Billed : \$64,681.84 Amt. Paid : \$64,681.84 Status Cat : F1 Status Code : 65 Start Dt : 01/25/2018 Receipt Dt : 01/30/2018 Adjusted? : NO Adjustable? : Not Adjustable