

Quick Reference Guide: Claims Status Inquiry

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

Note: Tufts Health Plan's Provider Payment Dispute Policies are available in the [Resource Center](#) on the public Provider website.

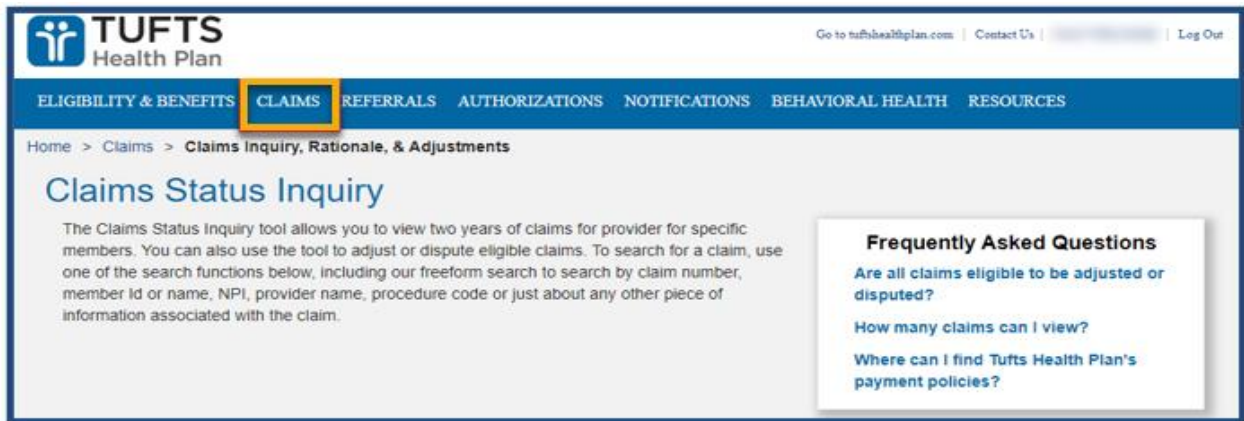
OVERVIEW

Registered users can view the status of a claim using the secure Provider portal. **Note:** Claims information is not available for CareLink when Cigna is the primary administrator of for CareLink – Shared Administration. A message for redirection will display.

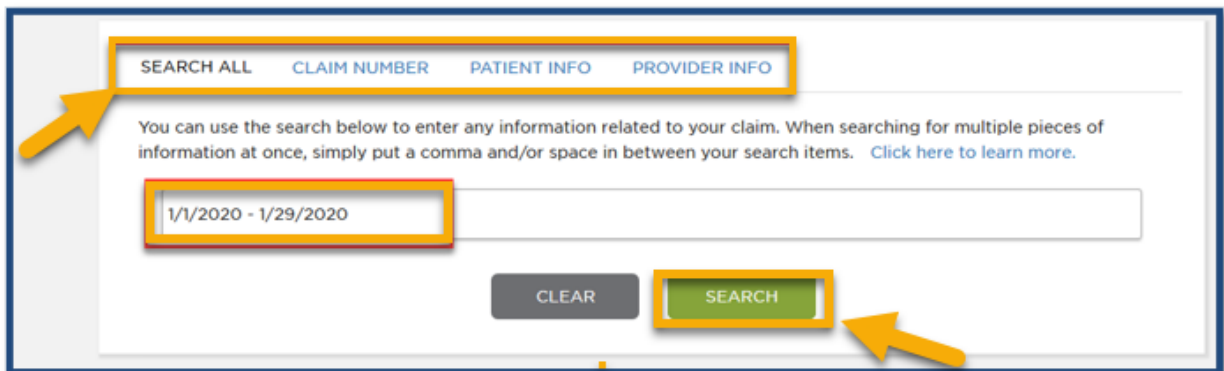
How to check the status of, correct or dispute a claim:

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.

Showing 1 to 10 of 438,543 entries

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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