

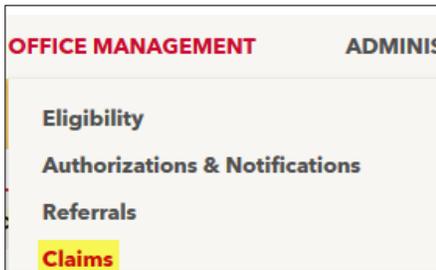
Verifying the Claim Status

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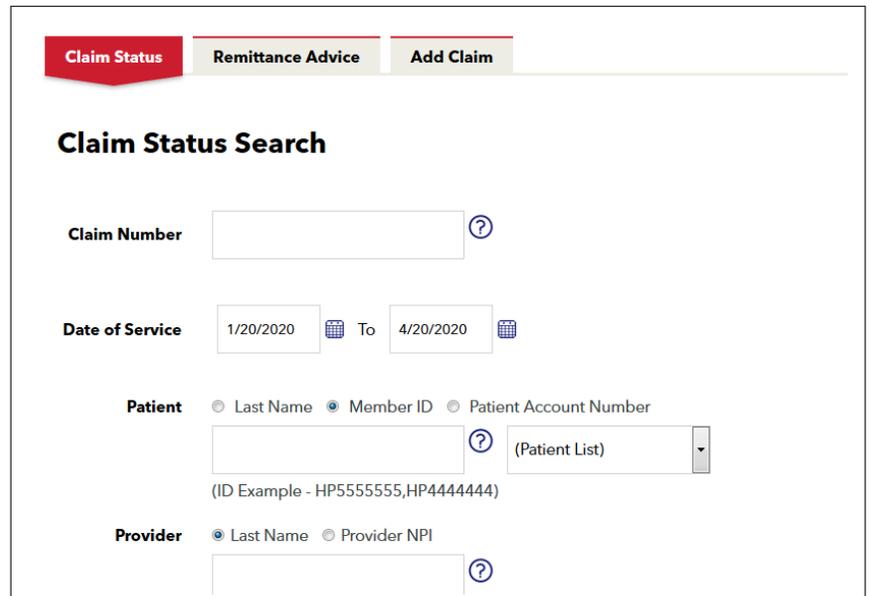
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Verifying the Claims Status From Office Management

1. Select Claims from Office Management.



Claim Status Search Screen



The screenshot shows the 'Claim Status Search' screen. It has three tabs: 'Claim Status' (selected), 'Remittance Advice', and 'Add Claim'. Below the tabs is the 'Claim Status Search' section. It contains the following fields and options:

- Claim Number:** A text input field with a help icon.
- Date of Service:** Two date pickers with calendar icons, separated by 'To'. The first date is 1/20/2020 and the second is 4/20/2020.
- Patient:** Radio buttons for 'Last Name', 'Member ID' (selected), and 'Patient Account Number'. Below is a text input field with a help icon and a dropdown menu labeled '(Patient List)'. A note below reads '(ID Example - HP555555,HP4444444)'. There is also a help icon to the right of the dropdown.
- Provider:** Radio buttons for 'Last Name' (selected) and 'Provider NPI'. Below is a text input field with a help icon.

2. Search for the claim by the Claim Number, Patient or the Provider and the Date of Service. Enter the search criteria and click "Search."

Note: Claims submitted in HPHConnect via Add Claim will be available in Office Management only after processed by Harvard Pilgrim. These claims will appear under Patient Management in submitted status.



Claim Status Search Results Screen Examples

Claim Status
Remittance Advice
Add Claim

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Claim Status Search Results

Claim Number	Status	Patient	Patient Account No.	DOS	Provider	Billed	Paid/Cap. Value.	Payment Date
200608M23456	Finalized/Payment	SMITH, SANDRA A	BP14693	4 Jun 2020	Hood, Nicole	\$305.00	\$209.17	16 Jun 2020
200605M12345	Finalized/Payment	DOE, SAMANTHA A	BP14690	3 Jun 2020	Hood, Nicole	\$305.00	\$209.17	16 Jun 2020
200605M67890	Finalized/Payment	MELLO, ANN	BP14690	3 Jun 2020	Hood, Nicole	\$305.00	\$209.17	16 Jun 2020

Claim Status
Remittance Advice
Add Claim

Pages: (1) Results: 1

Claim Status Search Results

Claim Number	Status	Patient	Patient Account No.	DOS	Provider	Billed	Paid/Cap. Value.	Payment Date
UA549612345	Finalized/Denial	GILL, GINA	BP14574	20 Mar 2020	Hood, Nicole A.	\$305.00	\$0.00	

Claim Status
Remittance Advice
Add Claim

Pages: (1) [2](#) Results: 36

Claim Status Search Results

Claim Number	Status	Patient	Patient Account No.	DOS	Provider	Billed	Paid/Cap. Value.	Payment Date
200611M12345	Pending/In Process	HAM JANE	39158	10 Jun 2020	Physical Therapy Assoc	\$150.00	\$22.54	
200605M67890	Pending/In Process	HAM JANE	39016	3 Jun 2020	Physical Therapy Assoc	\$150.00	\$55.66	

Search results will show claims that have been accepted for processing as well as those that have been adjudicated.

- Click on the Claim number to view line item details for the submitted claim. This will then bring you to the Claims Status Detail Screen. The claim and claim line status will be updated as the claim is processed.

Claim Status Search Results

Claim Number	Status	Patient	Patient Account No.	DOS	Provider	Billed	Paid/Cap. Value.
191014M2345	Finalized/Payment	HILL, APRIL C <small>Display Healthcare Claim Status</small>	5263495	10 Oct 2019	Jack, David	\$272.00	\$183.16

Claim Status Detail Screen

Claim Status
Remittance Advice
Add Claim

Print View Audit

Claim Status Detail for 191014M01230

Claim Level Information

Provider: [David Jack](#) (9785463021 NPI) **Practice:** Hopedale Medical Group
Patient: [APRIL HILL](#) **Patient Account No.:** 526349
Bill Type: NOT APPLIC
Ref/Auth Number: None **Claim Receipt Date:** 14 Oct 2019
Diagnosis: J06.9 : ACUTE UPPER RESPIRATORY INFECTION UNSPECIFIED
 R05 : COUGH

Service Line Information

Line	Status	Check/EFT Number	Payment Date	DOS	Procedure	Modifier	Units	Billed Amount	Allowed Amount	Patient Responsi
00100000	Finalized/Payment	50102	22 Oct 2019	10 Oct 2019	99213		1	\$170.00	\$165.76	\$20.00
00200000	Finalized/Payment	50102	22 Oct 2019	10 Oct 2019	87804		2	\$102.00	\$37.40	\$0.00
Totals								\$272.00	\$203.16	\$20.00

Payor Remarks

- Remark** 00100000 65 Claim/line has been paid.
- Remark** 00200000 65 Claim/line has been paid.

Indicates non-standard HIPAA data element

Key Information

The claim status detail screen will provide you with the following details:

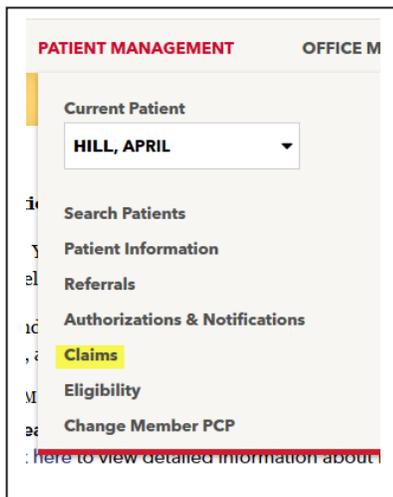
- Claim Status - Finalized/Payment, Finalized/Denial, or Pending/In Process
- Claims are processed in stages and may not be reflected accurately when viewed in the provider portal prior to final adjudication. Please rest assured that this is normal and that we are committed to processing your claims with utmost care and accuracy.
 - A finalized claim without a payment number or payment date might still have their status changed before the next payment run occurs
 - Until there is a payment date and payment amount, the status of the claim could change to any other status – if the claim has a finalized status the claim is “set to pay” or “set to deny”
- Check/EFT Number – clicking on the Check/EFT Number will bring you to the Remittance Advice detail for the check number. The claim at the top is the claim that you are reviewing. The other claim numbers under the check will appear below the original claim.

Verifying the Claims Status From Patient Management

1. Select the Member from your Current Patient List



2. Click "Claims"



Claim Status Search Results for HP123456789

Claim Number	Status	Patient	Patient Account No.	DOS	Provider	Billed	Paid/Cap. Value.	Payment Date
200219012345	Finalized/Payment	HILL, APRIL	76346	7 Feb 2020	West Diagnostics	\$89.99	\$16.16	3 Mar 2020
200212001234	Finalized/Payment	HILL, APRIL	53785	7 Feb 2020	Jack, David	\$180.00	\$145.76	25 Feb 2020

Claim Status Search Results Screen

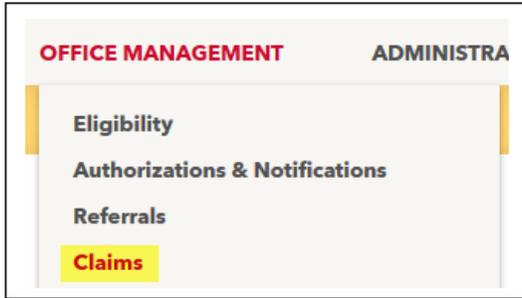
Note: Claims for the Member that are associated with your provider(s) will appear on the Claim Status Search Results screen. Claims submitted by HPHConnect "Add Claim" will appear with an acknowledgment message in the status field.

1. Click on the Claim number to view line item details for the submitted claim. The claim and claim line status will be updated as the Claim is processed. This will then bring you to the Claims Status Detail Screen.

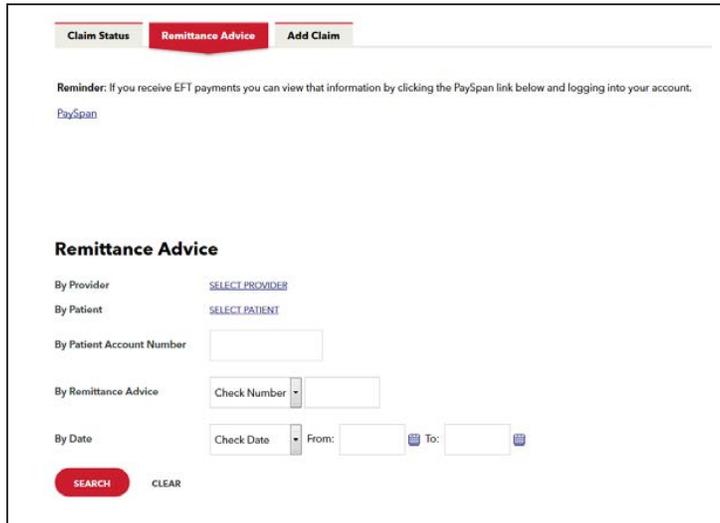
Claim Number	Status	Patient	Patient Account No.	DOS	Provider	Billed	Paid/Cap. Value.	Payment Date
20021902345	Finalized/Payment	SMITH, APRIL	76346	7 Feb 2020	West Diagnostics	\$89.99	\$16.16	3 Mar 2020

Remittance Advice/Claim Payment Search From Office Management

1. Select the Claims link from Office Management and then select the Remittance Advice tab.



2. Search for the Remittance Advice by Provider, Patient, Patient Account Number, Remittance Advice (Check Number or Claim Number) or by Date and select Search.



A screenshot of the "Remittance Advice" search form. At the top, there are three tabs: "Claim Status", "Remittance Advice" (highlighted in red), and "Add Claim". Below the tabs is a reminder: "Reminder: If you receive EFT payments you can view that information by clicking the PaySpan link below and logging into your account." followed by a blue link "PaySpan". The main section is titled "Remittance Advice" and contains several search criteria: "By Provider" with a "SELECT PROVIDER" link; "By Patient" with a "SELECT PATIENT" link; "By Patient Account Number" with a text input field; "By Remittance Advice" with a "Check Number" dropdown menu and a text input field; and "By Date" with a "Check Date" dropdown menu, "From:" and "To:" text input fields, and calendar icons. At the bottom left, there is a red "SEARCH" button and a "CLEAR" link.

3. This will then bring you to the Remittance Advice Search Result screen. Click on the Check Number to get the Remittance Advice Detail.

Remittance Advice Search Results Screen

[Claim Status](#)

Remittance Advice

[Add Claim](#)

Reminder: If you receive EFT payments you can view that information by clicking the PaySpan link below and logging into your account.

[PaySpan](#)

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Page 1



Remittance Advice Search Result

<u>Check Number</u>	<u>Check Date</u>	<u>Payment</u>	<u>Payor</u>	<u>Vendor Name</u>	<u>Vendor Address</u>
30062536	6/16/2020	\$7,783.29		BOSTON MEDICAL ASSOCIATES	PO BOX 414 BOSTON, MA 02241
50116967	6/16/2020	\$37,600.94		BOSTON MEDICAL ASSOCIATES	PO BOX 414 BOSTON, MA 02241
0035249	6/9/2020	\$286.65		BOSTON MEDICAL ASSOCIATES PC	PO BOX 414 BOSTON, MA 02241
30062491	6/9/2020	\$9,499.83		BOSTON MEDICAL ASSOCIATES	PO BOX 414 BOSTON, MA 02241
5011611	6/2/2020	\$37,275.14		BOSTON MEDICAL ASSOCIATES	PO BOX 414 BOSTON, MA 02241
5011581	5/26/2020	\$17,523.11		BOSTON MEDICAL ASSOCIATES	PO BOX 414 BOSTON, MA 02241
30062378	5/19/2020	\$1,618.73		BOSTON MEDICAL ASSOCIATES	PO BOX 414 BOSTON, MA 02241
5011542	5/19/2020	\$27,794.05		BOSTON MEDICAL ASSOCIATES	PO BOX 414 BOSTON, MA 02241
30062341	5/12/2020	\$1,664.58		BOSTON MEDICAL ASSOCIATES	PO BOX 414 BOSTON, MA 02241
5011506	5/12/2020	\$36,143.98		BOSTON MEDICAL ASSOCIATES	PO BOX 414 BOSTON, MA 02241
30062312	5/5/2020	\$2,391.26		BOSTON MEDICAL ASSOCIATES	PO BOX 414 BOSTON, MA 02241
5011471	5/5/2020	\$33,689.49		BOSTON MEDICAL ASSOCIATES	PO BOX 414 BOSTON, MA 02241
00347870	4/28/2020	\$219.63		BOSTON MEDICAL ASSOCIATES PC	PO BOX 414 BOSTON, MA 02241

Remittance Advice Detail Screen

[Claim Status](#)
[Remittance Advice](#)
[Add Claim](#)

[Return to the Search Result](#)

Remittance Advice Detail for Check Number 30062

Total Claims Paid: 268

Check Date	Total Paid	Payor	Vendor Name	Vendor Address
6/16/2020	\$7,783.29		BOSTON MEDICAL ASSOCIATES	PO BOX 414 BOSTON, MA 02241

[VIEW AUDIT](#)

Sort By: Patient/Member Name

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Claim Number [20060365432](#)

Provider	Patient	Patient Account Number	Member ID Number
Mary Smith	WONG, MAI	BP14641	HPK23456700

DOS	Procedure	Modifier	POS	Units	Billed	Allowed	Withhold	Patient Responsibility	Disallowed	Paid	EOF
4/29/2020	99442		H 11	1	\$305.00	\$81.18	\$0.00	\$0.00	\$0.00	\$16.95	65
Totals					\$305.00	\$81.18	\$0.00	\$0.00	\$0.00	\$16.95	

EOP 65: Claim/line has been paid.

Claim Number [200604M33721](#)

Provider	Patient	Patient Account Number	Member ID Number
Kash, Karra	Vince, John	BP14629	HPE 34567700

DOS	Procedure	Modifier	POS	Units	Billed	Allowed	Withhold	Patient Responsibility	Disallowed	Paid	EOF
4/28/2020	99443	GQ	H 02	1	\$446.00	\$118.67	\$0.00	\$0.00	\$0.00	\$22.97	65
Totals					\$446.00	\$118.67	\$0.00	\$0.00	\$0.00	\$22.97	

EOP 65: Claim/line has been paid.

Key Information

- The Remittance Advice can be sorted by Patient/Member Name, Claim Number, Provider, Member ID and Patient Account Number
- The data on the Remittance Advice Screen cannot be used to post your payment. You must either use the paper EOP or electronic remittance advice to post.