ForwardHealth Portal
Claim Status Information Instruction Sheet

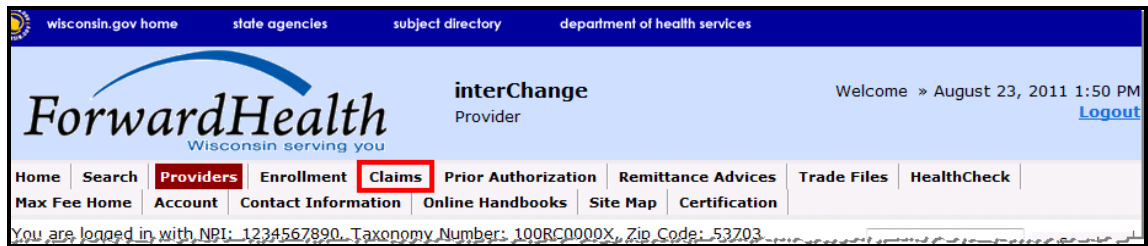## Claim Status Information

Through the claim search function available on the ForwardHealth Portal, users can view the current status of a claim. On the Claim Search panel, users have the option to search for a claim based on various criteria. For example, users can view all claims with a particular status by selecting a status (e.g., pay, deny, suspend) from the Status drop-down menu.
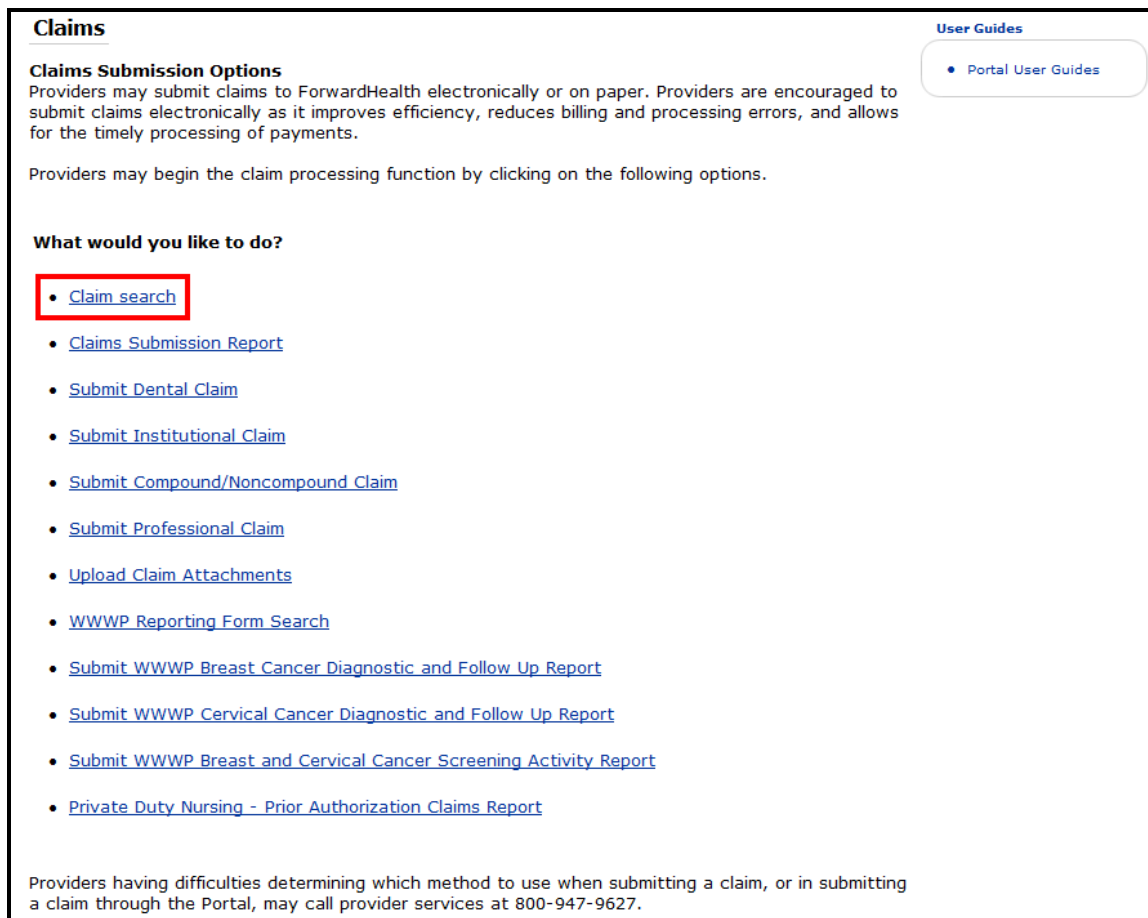
To view the status of a claim, complete the following steps:

1. Click **Claims** on the main menu at the top of your secure Provider page.

Main Menu

The Claims page will be displayed.

Claims Page

2. Click **Claim search**.

The Claim Search page will be displayed.

Claim Search Page

3. Search for a claim by following the procedures in the *ForwardHealth Portal Claim Search Instruction Sheet*, which is located on the Portal User Guides page of the ForwardHealth Portal.

4. When the applicable claim is open, scroll to the Claim Status Information and EOB Information panels located at the bottom of the page.

The Claim Status Information panel displays information based on the claim's status.

The EOB Information panel displays Explanation of Benefits (EOB) information related to the claim's status. A detail number of 0 reflects a header EOB, which pertains to the entire claim.

1.1 Pay Status

Claim Status Information Panel and EOB Information Panels

For claims with a *Pay* status, the Paid Date field indicates the date of the financial cycle to which the claim was assigned. This is also the date the payment was processed.

A paid date of 0 (or a blank Paid Date field) indicates that the claim has not yet been processed through a financial cycle. No action is needed by the provider. A paid date will be assigned when the claim completes the financial cycle processing.

The following buttons will be displayed at the bottom of the EOB Information panel for claims in a *Pay* status:

- Cancel — used to cancel any changes made to the claim since the last submission. This button is only used to cancel editing made to the claim; it does not cancel the claim in the system.

- Adjust — used to make adjustments to a paid claim. For information about adjusting a claim, refer to the *ForwardHealth Portal Adjusting a Claim Instruction Sheet*.

- Void — used to undo a paid claim that has not been previously adjusted or voided. For information about voiding a claim, refer to the *ForwardHealth Portal Voiding a Claim Instruction Sheet*.

- Copy Claim — used to copy the information on the current claim to submit another similar claim. For information about copying a claim, refer to the *ForwardHealth Portal Copying a Claim Instruction Sheet*.

Note: Only claims in a Pay status can be copied or adjusted. If a claim has been previously adjusted, the Void and Adjust buttons will not be displayed.

1.2 Deny Status

Claim Status Information and EOB Information Panels

The Re-submit button will be displayed at the bottom of the EOB Information panel for claims in a *Deny* status. The Re-submit button can be used to resubmit a claim after making corrections or entering new information on the claim page. For more information on resubmitting denied claims, refer to the *ForwardHealth Portal Resubmitting a Denied Claim Instruction Sheet*.

1.3 Suspend Status

Claim Status Information and EOB Information Panels

A *Suspend* status indicates that the claim is awaiting further review by ForwardHealth before a decision is made on how the claim will be adjudicated.

1.4 Adjusted Claims

On claims that involve an adjustment, the Adjustment Information panel will be displayed *above* the Claim Status Information panel.

On the original claim, the Adjustment Information panel will display the ICN of the adjustment claim, the date that the adjustment was made, and the claim status.

Adjustment Information Panel

On a claim that was the result of an adjustment, the Adjustment Information panel will display the ICN of the original claim, the date that the adjustment was made, and the claim status.

Adjustment Information Panel

Clicking on the row containing the claim's information in the Adjustment Information panel will display an information page for that claim number. Users can use this page to compare the claims and see how the related claim processed.