

# ForwardHealth Portal

## Claim Status Information Instruction Sheet

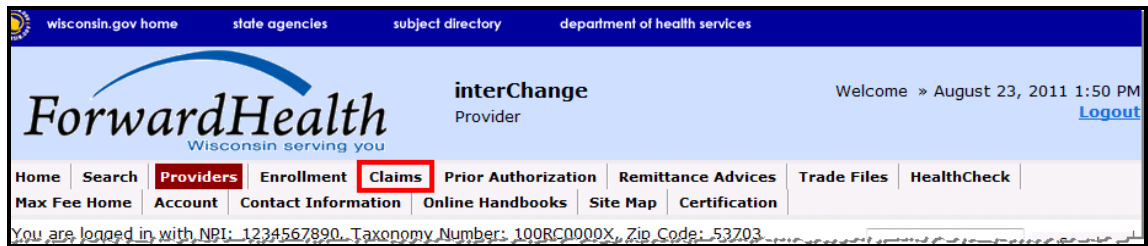
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### Claim Status Information

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.

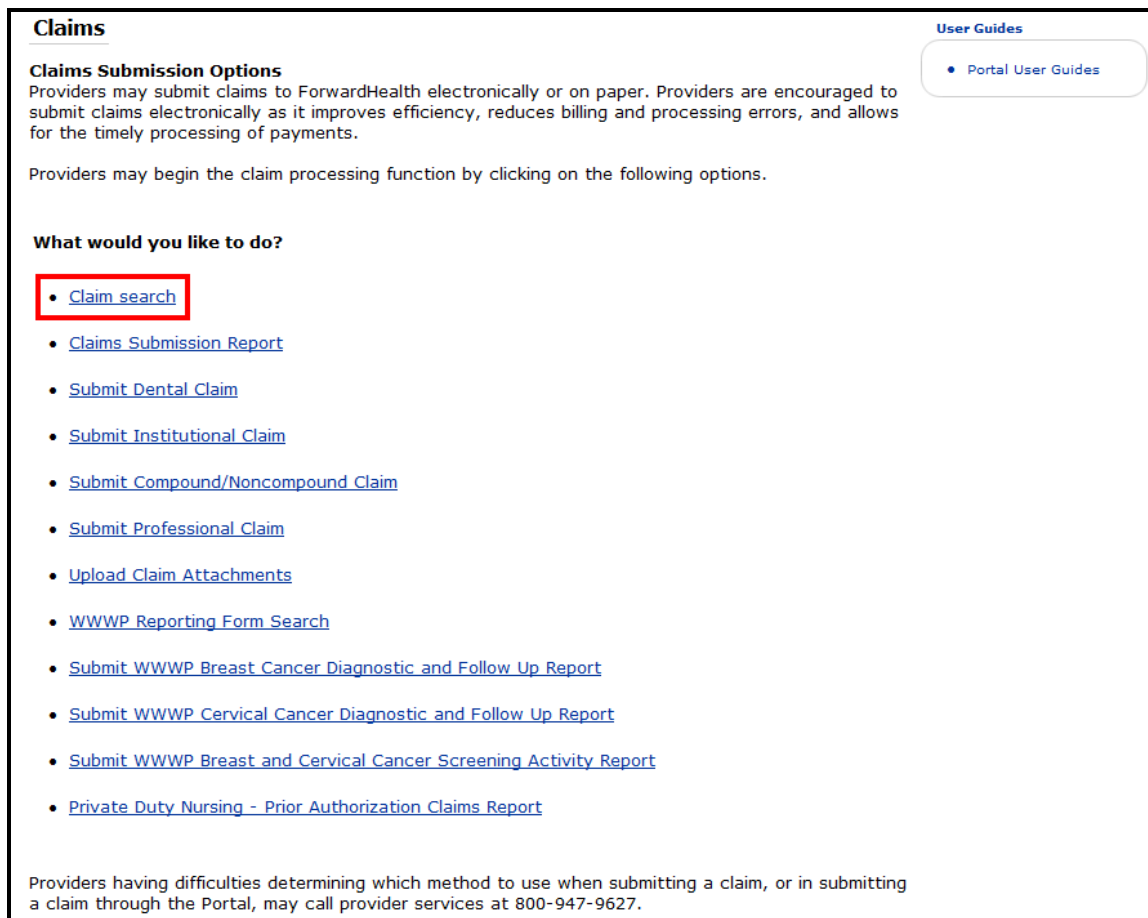
To view the status of a claim, complete the following steps:

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



#### Main Menu

The Claims page will be displayed.

A screenshot of the ForwardHealth Portal Claims page. The page title is 'Claims'. There is a 'User Guides' section with a link to 'Portal User Guides'. The main content area is titled 'Claims Submission Options' and contains the text: 'Providers may submit claims to ForwardHealth electronically or on paper. Providers are encouraged to submit claims electronically as it improves efficiency, reduces billing and processing errors, and allows for the timely processing of payments.' Below this, it says 'Providers may begin the claim processing function by clicking on the following options.' A section titled 'What would you like to do?' contains a list of links: 'Claim search', 'Claims Submission Report', 'Submit Dental Claim', 'Submit Institutional Claim', 'Submit Compound/Noncompound Claim', 'Submit Professional Claim', 'Upload Claim Attachments', 'WWWP Reporting Form Search', 'Submit WWWP Breast Cancer Diagnostic and Follow Up Report', 'Submit WWWP Cervical Cancer Diagnostic and Follow Up Report', 'Submit WWWP Breast and Cervical Cancer Screening Activity Report', and 'Private Duty Nursing - Prior Authorization Claims Report'. The 'Claim search' link is highlighted with a red box. At the bottom, there is a note: 'Providers having difficulties determining which method to use when submitting a claim, or in submitting a claim through the Portal, may call provider services at 800-947-9627.'

#### Claims Page

2. Click **Claim search**.

The Claim Search page will be displayed.

**Claim Search**

Required fields are indicated with an asterisk (\*).

Provider ID : 1234567890 NPI

Internal Control Number(ICN)  Rendering Provider ID

Member ID  Claim Type

Old Internal Control Number(ICN)  Status

From Date of Service  Date Paid

To Date of Service  Amount Billed

*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**

Claim Status **PAY**

Claim ICN **2211200001025**

Paid Date **07/19/2011**

Paid Amount **\$497.00**

**EOB Information**

Detail Number	Code	Description
0	9817	Billing provider number was used to adjudicate the service(s)
1	9817	Billing provider number was used to adjudicate the service(s)
1	9001	Pricing Adjustment - Reimbursement reduced by the member's copayment amount.

*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](#).

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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.

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## 1.2 Deny Status

The screenshot shows two panels. The top panel, titled "Claim Status Information", displays the following data:

Claim Status	DENY
Claim ICN	2211244001007
Denied Date	09/01/2011
Paid Amount	\$0.00

The bottom panel, titled "EOB Information", displays a table of error details:

Detail Number	Code	Description
0	1265	The Admit Type code is required.
0	1291	Valid Source of Admission is required.
0	0232	Source of Admit is missing or invalid.
0	1143	Accommodation Code(s) is not payable.

At the bottom right of the EOB Information panel, there are two buttons: "re-submit" and "Cancel".

### *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		
Claim Status	SUSPEND	
Claim ICN	2211024001008	
Paid Amount	\$0.00	

EOB Information		
Detail Number	Code	Description
0	9817	Billing provider number was used to adjudicate the service(s)
1	9817	Billing provider number was used to adjudicate the service(s)
1	0000	This claim/service is pending for program review.

*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		
<a href="#">Adjustment ICN</a>	<a href="#">Date Adjusted</a>	<a href="#">Claim Status</a>
5911251001001	09/08/2011	PAY

Claim Status Information		
Claim Status	PAY	
Claim ICN	2211249001035 ← <b>Original Claim</b>	
Paid Date	09/06/2011	
Paid Amount	\$2,888.19	

EOB Information		
Detail Number	Code	Description
0	9008	Pricing Adjustment - Payment amount decreased based on Pay for Performance poli
0	9932	Pricing Adjustment - DRG pricing applied.
0	9907	Pricing Adjustment - Third party liability deductible amount applied.
1	9932	Pricing Adjustment - DRG pricing applied.
2	9932	Pricing Adjustment - DRG pricing applied.

*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		
<a href="#">Original ICN</a>	<a href="#">Date Adjusted</a>	<a href="#">Claim Status</a>
2211249001035	09/08/2011	PAY

Claim Status Information	
Claim Status	PAY
Claim ICN	5911251001001 ← <b>Adjustment Claim</b>
Paid Date	09/08/2011
Paid Amount	\$2,888.19

EOB Information		
Detail Number	Code	Description
0	9932	Pricing Adjustment - DRG pricing applied.
0	9907	Pricing Adjustment - Third party liability deductible amount applied.
0	9008	Pricing Adjustment - Payment amount decreased based on Pay for Performance poli
1	9932	Pricing Adjustment - DRG pricing applied.
2	9932	Pricing Adjustment - DRG pricing applied.

*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.