



TRAINING MANUAL

Claim Status

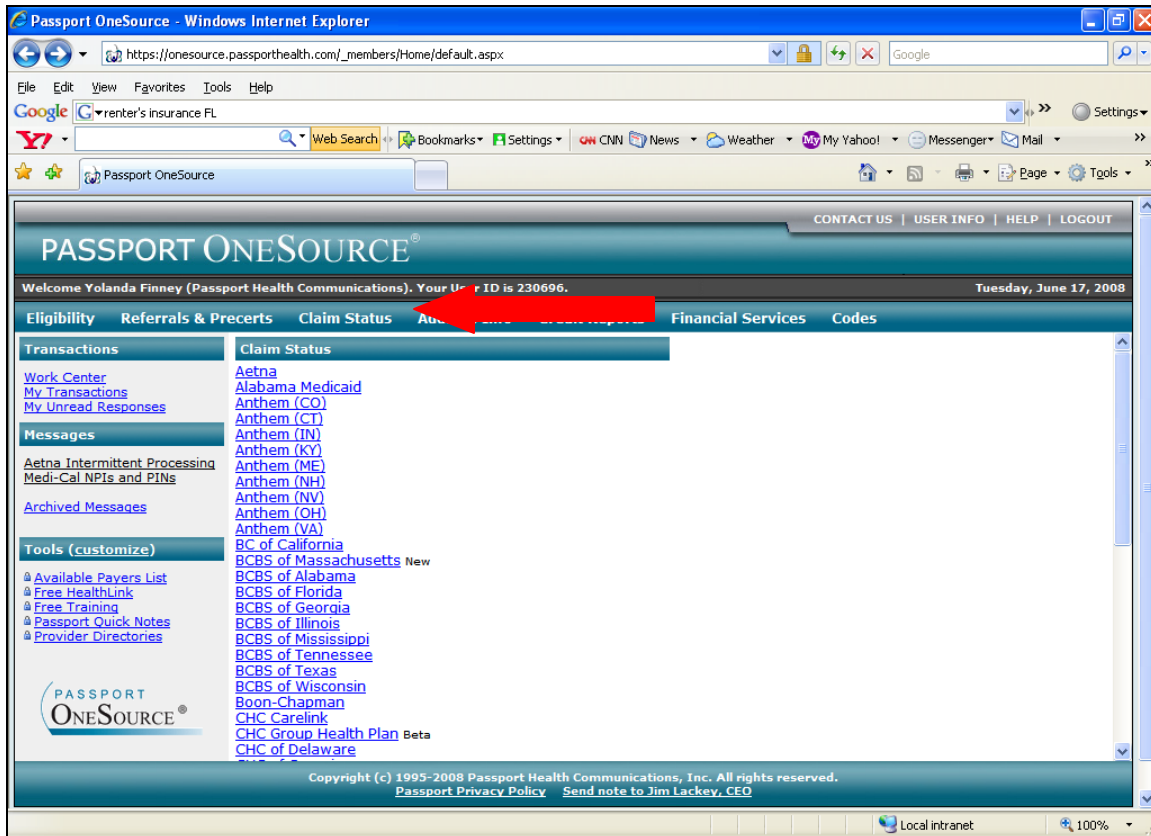
Welcome to Passport OneSource®! This manual is intended to supplement your training with Passport Health Communications. Please remember that Passport offers FREE Online training to your facility at any time.

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This section of Passport OneSource will allow you to check the status of a submitted claim. In order to enter the Claim Status section simply click the “Claim Status” link.



You will notice a list of payers that your facility selected during the setup process with Passport Health Communications. In order to check the status of a claim for a particular payer, simply click on the desired payer.

*For this example we will choose United Healthcare.

The screenshot shows a web browser window titled "Passport OneSource - Windows Internet Explorer". The address bar displays the URL "https://onesource.passporthealth.com/_members/Home/default.aspx". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The toolbar contains various icons for search, bookmarks, settings, and social media links like CNN, News, Weather, My Yahoo!, Messenger, and Mail. The main content area features the "PASSPORT ONESOURCE" logo at the top, followed by a welcome message for "Yolanda Finney (Passport Health Communications)" with a User ID of 230696. A navigation bar lists categories: "Eligibility", "Referrals & Precerts", "Claim Status", "Address Info", "Credit Reports", "Financial Services", and "Codes". Below this, there are sections for "Transactions", "Messages", and "Tools (customize)". A list of insurance providers is shown, including "CHC of Georgia", "CHC of Iowa", "CHC of Kansas City", "CHC of Kansas, Wichita", "CHC of Louisiana", "CHC of Nebraska", "CHC of the Carolinas Beta", "CHC Southern Health Services", "CIGNA", "Coventry Group Health Plan", "Florida Medicaid New", "Georgia Medicaid", "Gilsbar", "Group and Pension", "Harvard Pilgrim", "Health America/Health Assurance", "HealthSpring Tennessee (HMO, POS and M+C)", "Horizon BCBS of New Jersey", "Humana New", "Illinois Medicaid", "Kentucky Medicaid", "Medical Mutual of Ohio", "Mississippi Administrative Services", "Missouri Medicaid", and "UnitedHealthcare". A red arrow points to the "UnitedHealthcare" link. The footer contains copyright information for 1995-2008 Passport Health Communications, Inc. and links to "Passport Privacy Policy" and "Send note to Jim Lackey, CEO".

Once you have selected your desired payer you will be directed to the payer's entry screen. ***NOTE: Claims Status entry forms are consistent with the Eligibility entry forms.**

Immediate response available

United Healthcare Claims Status

Search Options:

Subscriber ▾

Provider:

(123456789) ▾

Subscriber ID:

123456789

Subscriber Last Name:

Subscriber First Name:

Subscriber Date of Birth:

Subscriber Sex:

Male ▾


Billed Amount:

Beginning Date of Service:

07/19/2006

Ending Date of Service:

07/19/2006



New Batch

My Batches

My Singles

Items in **BOLD** are required.

Once you are on the payer entry screen you will need to enter your patient's information as displayed below. ***NOTE:** Each payer is unique and will require different search criteria. For example, within United Healthcare Claims Status you are required to enter a "Billed Amount." Remember throughout OneSource anything in **BOLD** print is a required field.

Immediate response available

United Healthcare Claims Status

Search Options:

Subscriber ▾

Provider:

(123456789) ▾

Subscriber ID:

123456789

Subscriber Last Name:

Jones

Subscriber First Name:

James

Subscriber Date of Birth:

04/06/1953

Subscriber Sex:

Male ▾

Billed Amount:


25736.35


Beginning Date of Service:

4/1/2006

Ending Date of Service:

4/30/2006





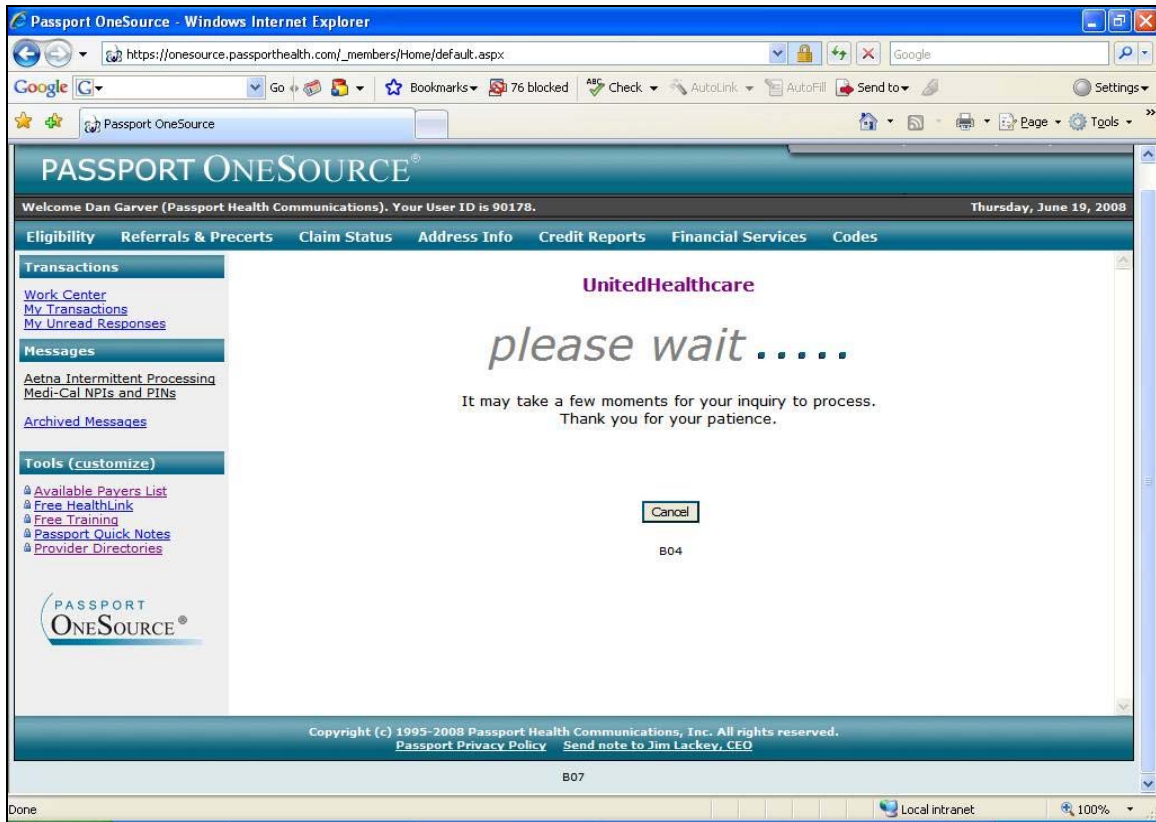
New Batch

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My Singles

Items in **BOLD** are required.

While the response is being sent the following screen will prompt you to wait while processing the information provided. The average response time is 3- 6 seconds.



Once the response is returned it will appear as displayed below.

The "Search Criteria" is the information you entered in the "Payer Entry Screen"





The member returned on the search information provided.

The claim status for this example is "Finalized/Payment." Examples of other claim statuses you might see are:

- "Finalized/Payment";
- "Finalized/Denial";
- "Acknowledgement/Not Found"
- "Multiple Claims Found"

How much was charged/billed.

How much was paid on the claim.

   																																																					
Verify:	Payer Address																																																				
<h3>United Health Care Claim Status</h3> <p>NOTICE: This information is classified as individually identifiable healthcare information and is intended strictly for the confidential use of the authorized requestor. Any unauthorized use or disclosure of this information is prohibited.</p> <h4>SEARCH CRITERIA</h4> <table><tr><td>Provider ID:</td><td>123456789</td></tr><tr><td>Subscriber ID:</td><td>123456789</td></tr><tr><td>Subscriber Last Name:</td><td>JONES</td></tr><tr><td>Subscriber First Name:</td><td>JAMES</td></tr><tr><td>Subscriber Date of Birth:</td><td>04/06/1953</td></tr><tr><td>Subscriber Sex:</td><td>Male</td></tr><tr><td>Billed Amount:</td><td>2573.35</td></tr><tr><td>Beginning Date of Service:</td><td>04/01/2006</td></tr><tr><td>Ending Date of Service:</td><td>04/30/2006</td></tr></table> <h4>MEMBER</h4> <table><tr><td>Member ID:</td><td>868377648</td></tr><tr><td>Name:</td><td>JONES, JAMES</td></tr><tr><td>Date of Birth:</td><td>04/06/1953</td></tr><tr><td>Sex:</td><td>MALE</td></tr></table> <h4>CLAIM STATUS 1</h4> <table><tr><td>Status Code:</td><td>Cannot provide further status electronically.</td></tr><tr><td>Status Category:</td><td>Finalized/Payment-The claim/line has been paid.</td></tr></table> <h4>CLAIM LEVEL INFORMATION</h4> <table><tr><td>Claim Number:</td><td>1350015338 3403873167</td></tr><tr><td>Status Effective Date:</td><td>07/18/2006</td></tr><tr><td>Service From Date:</td><td>04/01/2006</td></tr><tr><td>Service To Date:</td><td>04/30/2006</td></tr><tr><td>Adjudication Date:</td><td>05/16/2006</td></tr><tr><td>Payment Method Code:</td><td>Check</td></tr><tr><td>Check Number:</td><td>OQ12706530</td></tr><tr><td>Check Issue Date:</td><td>05/25/2006</td></tr><tr><td>Total Claim Charged Amount:</td><td>\$2573.35</td></tr><tr><td>Claim Payment Amount:</td><td>\$1677.00</td></tr><tr><td>Transaction Reference:</td><td>000010288</td></tr></table> <p>Passport Reference Number: 20060718-1704678</p> <p>Transaction run on 7/18/2006 at 4:07:22 PM CT by Tom Smith - The Helping Center</p>		Provider ID:	123456789	Subscriber ID:	123456789	Subscriber Last Name:	JONES	Subscriber First Name:	JAMES	Subscriber Date of Birth:	04/06/1953	Subscriber Sex:	Male	Billed Amount:	2573.35	Beginning Date of Service:	04/01/2006	Ending Date of Service:	04/30/2006	Member ID:	868377648	Name:	JONES, JAMES	Date of Birth:	04/06/1953	Sex:	MALE	Status Code:	Cannot provide further status electronically.	Status Category:	Finalized/Payment-The claim/line has been paid.	Claim Number:	1350015338 3403873167	Status Effective Date:	07/18/2006	Service From Date:	04/01/2006	Service To Date:	04/30/2006	Adjudication Date:	05/16/2006	Payment Method Code:	Check	Check Number:	OQ12706530	Check Issue Date:	05/25/2006	Total Claim Charged Amount:	\$2573.35	Claim Payment Amount:	\$1677.00	Transaction Reference:	000010288
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