



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.

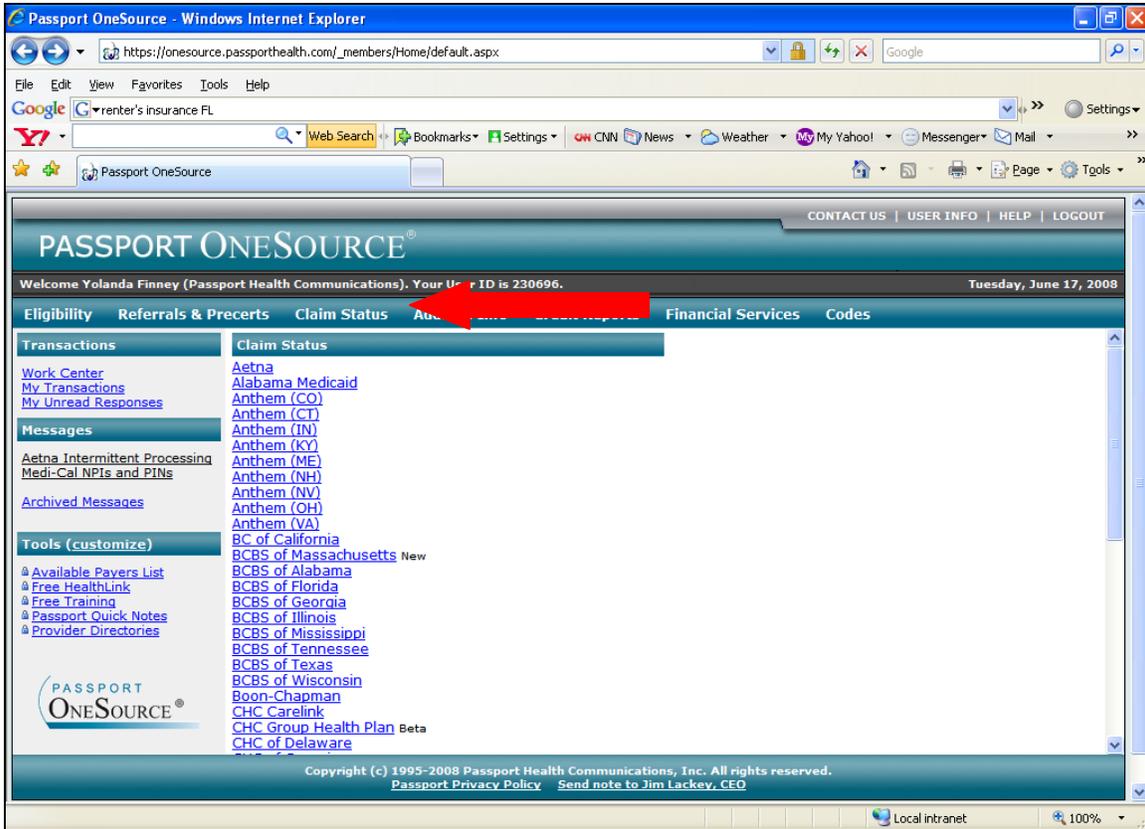
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PASSPORT ONE SOURCE[®]

Claim Status

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 search bar contains "renter's insurance FL". The browser's toolbar includes "Web Search", "Bookmarks", "Settings", "CNN", "News", "Weather", "My Yahoo!", "Messenger", and "Mail".

The main content area of the web application is titled "PASSPORT ONESOURCE" and includes a navigation menu with the following items: "Eligibility", "Referrals & Precerts", "Claim Status", "Address Info", "Credit Reports", "Financial Services", and "Codes". Below the navigation menu, the user is greeted with "Welcome Yolanda Finney (Passport Health Communications). Your User ID is 230696." and the date "Tuesday, June 17, 2008".

The main content area is divided into several sections:

- Transactions:** Includes links for "Work Center", "My Transactions", and "My Unread Responses".
- Messages:** Includes links for "Aetna Intermittent Processing", "Medi-Cal NPIs and PINs", and "Archived Messages".
- Tools (customize):** Includes links for "Available Payers List", "Free HealthLink", "Free Training", "Passport Quick Notes", and "Provider Directories".

A list of providers is displayed in the main content area, 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
- UnitedHealthcare

A red arrow points to the "UnitedHealthcare" link. The footer of the page contains the text "Copyright (c) 1995-2008 Passport Health Communications, Inc. All rights reserved." and links for "Passport Privacy Policy" and "Send note to Jim Lackey, CEO". The browser's status bar shows "Local intranet" and "100%".

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

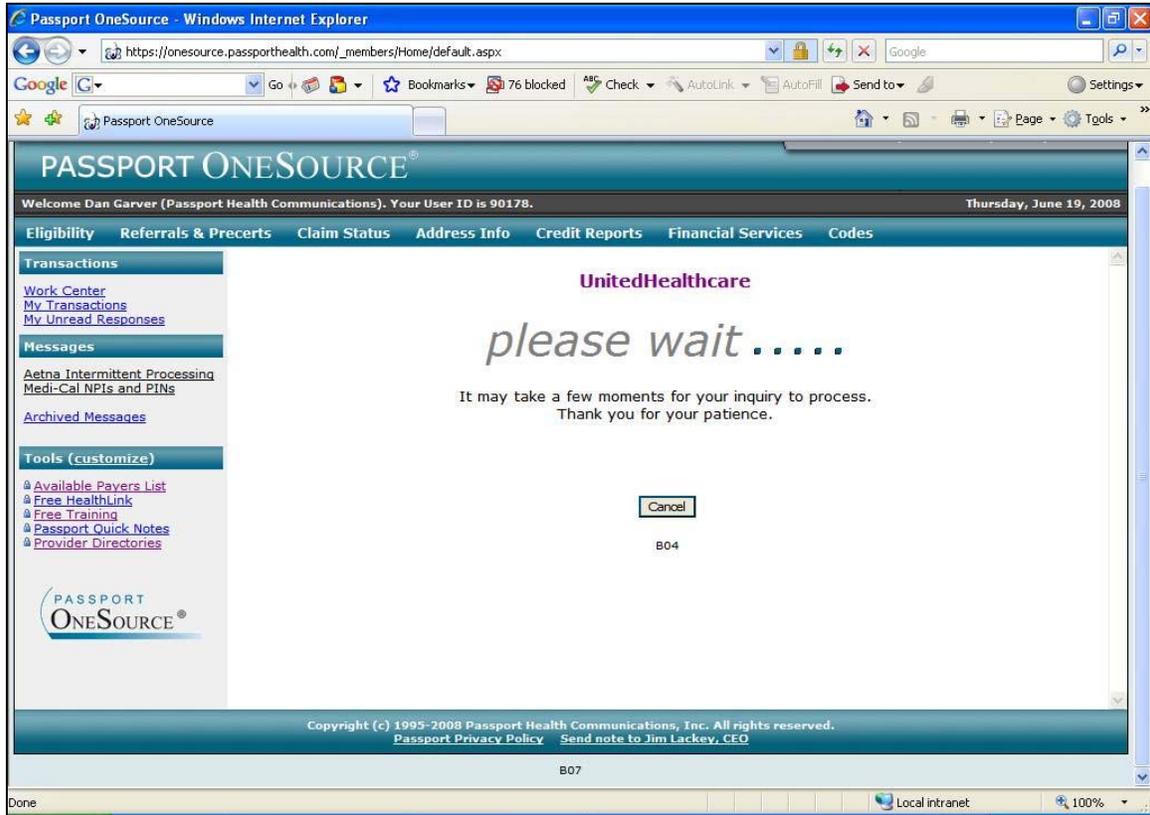
Ending Date of Service: 4/30/2006



[New Batch](#) [My Batches](#) [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>	
SEARCH CRITERIA	
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	
Member ID:	868377648
Name:	JONES, JAMES
Date of Birth:	04/06/1953
Sex:	MALE
CLAIM STATUS 1	
Status Code:	Cannot provide further status electronically.
Status Category:	Finalized/Payment-The claim/line has been paid.
CLAIM LEVEL INFORMATION	
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
Passport Reference Number: 20060718-1704678	
<p>Transaction run on 7/18/2006 at 4:07:22 PM CT by Tom Smith - The Helping Center</p>	
   	