



Job Aid: Inquire on Claim Status

This job aid describes how to:

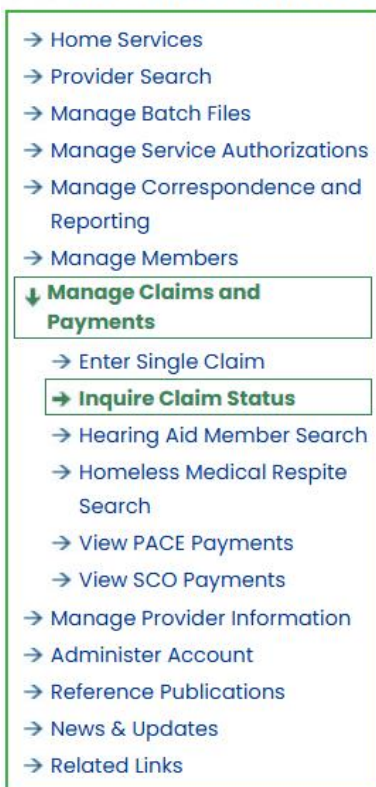
- Research the status of a claim via the Provider Online Service Center after it has been submitted to MassHealth for payment.

Access Inquire Claim Status

From the **POSC** home page:

1. Click **Manage Claims and Payments**.
2. Click **Inquire Claims Status**. The **Search for Claims** panel is displayed.

☰ MassHealth Provider Online Service Center (POSC)



The Provider Online Service Center provides the tools to effectively manage your business with MassHealth electronically. Use these services to view data, manage your profile information, and submit and retrieve transactions.

Fields with a red asterisk are required fields and must be completed in order to proceed to the next tab.

Enter Search Criteria

From the **Search for Claims** panel:

3. Select **Provider ID*** from the dropdown list.
4. Enter the **Member ID**.
5. Enter **From Date of Service** and **To Date of Service**, up to a six-month time span.

Note: If you know the exact date of the service, the **From** and **To** dates will be the same date. For more effective claim searching, enter as much search information as possible. If available, enter the Internal Control Number (ICN). Entering the ICN is the most effective search because that will return only one claim in the Search Results.

6. Click **Search**.

Claims Search

Please select Provider ID

Provider ID *

To identify the member, please enter the following information:

Member ID

Please enter a Date of Service Range within a six-month span:

From Date of Service

OR

To Date of Service

You may request the status of a specific Internal Control Number (ICN) by entering all 13 characters as on your RA:

ICN

You may further tailor your request by entering the following:

Original Billed Amount

Continue with the Claims Search Results Panel

From the **Claims Search Results** panel:

7. View the claim status.
8. If you need more information, click on the Internal Control Number (ICN) link to view the claim details.

Claims Search Results

Click on the Internal Control Number (ICN) link to view the Claim Details.

ICN	Member Name	Status	Payments	Charges	FDOS
[REDACTED]	[REDACTED]	Paid	\$17.10	\$29.49	09/09/2025

Review the Claim Detail Panel

From the **Claim Detail** panel:

9. View the claim status.
10. Click **Close** when you are finished, or click **Return to Search Results** to view another claim.

Review the Claim Line Detail Information

From the **List of Services** panel:

11. Click the line-item detail number you want to review.
12. From the **Services Detail** panel, review the detail line information.
13. Click **Close** when you are finished, or click **Return to Search Results** to view another claim.

Claim Detail						
Provider				Provider ID		
Member ID						
Patient Account #						
Member Name						
ICN						
Charged Amount	\$169.00			Payment Amount	\$43.29	
Status Date	07/07/2023					
Adjudication Date	07/01/2023			Service Date(s)	06/29/2023 - 06/29/2023	
Check Issue Date	07/11/2023					
Claim Status	F1-FINALIZED/PAYMNT-THE CLAIM/LINE HAS BEEN PAID					
HC Claim Status						
List Of Services						
	Detail	Service Code	Units	Charges	Paid Amount	Status
→	<u>01</u>	99212	1.00	\$130.00	\$35.70	Paid
	<u>02</u>	81025	1.00	\$39.00	\$7.59	Paid
Services Detail						
Detail	01		Service Dates	06/29/2023 - 06/29/2023		
Service Code	99212		Line Item Cntl Num	2126948P12089B37608		
Modifier 1			Modifier 2			
Modifier 3			Modifier 4			
Charges	\$130.00		Paid Amount	\$35.70		
Units	1.00					
Status						
Close Return to Search Results			Void Copy Replace Resubmit			