



Job Aid: Inquire on Claim Status

This job aid describes how to:

- Research the status of a claim via the Provider Online Service Center (POSC) 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 Claim Status**. The **Claims Search** panel is displayed.

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

Provider Services

- > [Home](#)
- > [Provider Search](#)
- > [Manage Batch Files](#)
- > [Manage Service Authorizations](#)
- > [Manage Correspondence and Reporting](#)
- > [Manage Members](#)
- > [Manage Claims and Payments](#)
 - > [Enter Single Claim](#)
 - > [Inquire Claim Status](#)
 - > [Hearing Aid Member Search](#)
 - > [View PACE Payments](#)
 - > [View SCO Payments](#)
- > [Manage Provider Information](#)
- > [Administer Account](#)
- > [Reference Publications](#)
- > [News & Updates](#)
- > [Related Links](#)

MassHealth Provider Online Service Center

The Provider Online Service Center gives you the tools to effectively manage your business with MassHealth electronically. Use these services to enroll as a MassHealth provider, manage your profile information, and submit and retrieve transactions.

Enter data directly and modify individual transactions (ie. claims submission, eligibility verification, MMQ, Prior Authorization, Pre-Admission Screening, Referrals, and EHR Incentive Program).

View your notifications, contracts, reports, metrics, and financial data. Download most MassHealth forms and publications.

If you suspect that the security of your account has been compromised, please contact the MassHealth Customer Service Center at 1-800-841-2900.

You will need a Username and password to access many of the services listed on the left. If you are currently a MassHealth provider but do not know your Username and password, please contact the Customer Service Center at 1-800-841-2900.

Registered User? [Login](#) Would like to enroll as a provider? [Enroll Now](#) Need more information? [FAQs](#)

Enter Search Criteria

From the **Claims Search** 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: 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 it will return only one claim in the Search Results.

6. Click **Search**.

The screenshot shows the 'Claims Search' panel with the following fields and instructions:

- Provider ID *:** A dropdown menu with a downward arrow.
- Member ID:** A text input field.
- Date of Service Range:** Two date input fields labeled 'From Date of Service' and 'To Date of Service', each with a calendar icon. Below them is the text 'OR'.
- ICN:** A text input field with the instruction: 'You may request the status of a specific Internal Control Number (ICN) by entering all 13 characters as on your RA:'.
- Original Billed Amount:** A text input field with the instruction: 'You may further tailor your request by entering the following:'.
- Buttons:** 'Clear' and 'Search' buttons at the bottom.

Continue with the Claims Search Results Panel

From the **Claims Search Results** panel:

7. View the claim status.
8. If you need more information, select the claim.

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			