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.

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**.

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
→	01	99212	1.00	$130.00	$35.70	Paid
	02	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