**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:

1. Select **Provider ID** from the dropdown list.
2. Enter the **Member ID**.
3. 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.

1. Click **Search**.



**Continue with the Claims Search Results Panel**

From the **Claims Search Results** panel:

1. View the claim status.
2. If you need more information, select the claim.

**Review the Claim Detail Panel**

From the **Claim Detail** panel:

1. View the claim status.
2. 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:

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

