

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 MassHealth Provider Online Service Center home panel:

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

Enter Search Criteria

From the Search for Claims panel:

3. Select Provider ID from the drop-down 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. Or, enter the ICN if available. Entering an ICN is the most effective search because that will return only one claim in the Search Results.

6. Click Search.

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. Review the claim details.
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.

From the Services Detail panel:

12. Review the detail line information.
13. Click Close when you are finished. Or, click Return to Search Results to view another claim.

NewMMIS Job Aid: Inquire on Claim Status

MassHealth Provider Online Service Center v2.2 1 of 1 Revised: July 30, 2009

Provider Online Service Center - Submit a Referral

MassHealth Provider Online Service Center Submit a Referral 1/2