

# FAQ: Provider Benefit Tool.

## How do I attach a file to a claim?

1. Find the claim you want to attach a file to via *Quick Search*, *Patient Lookup*, or *Browse Claims* processes.
2. Once the claim is found, scroll to the bottom of the screen and click the *Upload Attachments* link. If this link is not available, it means the claim is still processing. Check back in 24 hours.
3. In the *Attachments* section, drag the document you want to attach to the claim to the upload box. Note the listed file size and file type requirements.
4. Select the *Document Type*.
5. Add any necessary *Notes*.
6. Click the *Attach To Claim* button to complete the attachment. Clicking *Cancel* will clear the form if needed.

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SEARCH

1 Quick Search Patient Lookup Browse Claims

Search for Patients, Claims, or Remittance Advice using any form of numeric ID  
Subscriber ID, Claim ID, Check Reference ID, ID#, Medical, Check Number

ID NUMBER  
Enter ID (Subscriber ID, Claim ID, etc.) SEARCH

For a more comprehensive overview of a patient's previous medical coverage history, please use the Patient Lookup link above and search by Name and DOB.

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Claim Items

#	Code	Units	Total Charged	Allowed	Plan Paid	Copy	Deductible	Coinsurance	Remarks Code
1	99213	1	\$144.00	\$103.64	\$82.91	\$0.00	\$0.00	\$20.73	PXN
TOTALS:			\$144.00	\$103.64	\$82.91	\$0.00	\$0.00	\$20.73	

Claim Line Explanations

Line Sequence #03	GC/CARC/RARC	Description	Claim Line(s) Amount
1	CD 45	Charge exceeds fee schedule/maximum allowable or contracted/registered fee arrangement.	\$40.36
1	PR 2	Coinsurance Amount.	\$20.73

Group Codes (GC) = CD: Contractual Obligations PR: Patient Responsibility PI: Payor Initiated Reductions OA: Other Adjustments

Claim Letters  
There are no letters for this claim.

Attachments

2 Upload Attachments

0 Files Attached to Claim

None

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Attachments

0 Files ready to be attached

3

Drag your attachments here or  
Browse For File(s)

15 MB maximum per file.  
JPEG, JPG, GIF, PNG, PDF, DOC,  
DOCX, XLS, XLSX, TXT file types  
only.

4 CLAIM NUMBER

4 DOCUMENT TYPE  
Select Type

5 NOTES

6 CANCEL ATTACH TO CLAIM

0 Files Attached to Claim

None