

FAQ: Provider Benefit Tool.

How do I search for a claim?

1. Click *Search* in the top navigation.
2. You can search for a claim in three different ways: *Quick Search*, *Patient Lookup*, and *Browse Claims*.
3. To search by *Quick Search*, enter an *ID Number* (see note for examples) and click *Search*. Then click the *Claims* link.
4. To search by *Patient Lookup*, enter the member's *Last Name* and *Date Of Birth* and click *Search*. Then click the member's name and scroll to the *Patient's Claims* section.
5. To search by the *Browse Claims* option, enter the *Dates Of Service* and other information as needed and click *Search*.
6. For each of the above methods, click on the *Claim ID* number in purple for detailed information once the desired claim is found.

This screenshot shows the 'Quick Search' tab selected. A red circle '1' points to the 'Search' link in the top navigation. A red circle '2' points to the 'Quick Search' tab. A red circle '3' points to the 'ID NUMBER' input field, which contains the placeholder text 'Enter ID (Subscriber ID, Claim ID, etc.)'. A red circle '4' points to the 'SEARCH' button. Below the input field, there is a note: '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.' At the bottom left, there are links for 'Patients (4)' and 'Claims (133)'.

This screenshot shows a box with the label 'Claim ID' and the number '123456789'. A red circle '6' points to the number.

This screenshot shows the 'Patient Lookup' tab selected. A red circle '1' points to the 'Search' link in the top navigation. A red circle '2' points to the 'Patient Lookup' tab. A red circle '3' points to the 'LAST NAME' input field. A red circle '4' points to the 'DATE OF BIRTH' input field, which is split into 'MM', 'DD', and 'YYYY' sections. A red circle '5' points to the 'SEARCH' button. There is also a 'RESET FORM' link.

This screenshot shows the 'Browse Claims' tab selected. A red circle '1' points to the 'Search' link in the top navigation. A red circle '2' points to the 'Browse Claims' tab. A red circle '3' points to the 'DATES OF SERVICE' input field, which is split into 'TO' and 'FROM' sections. A red circle '4' points to the 'PROVIDER/FACILITY' dropdown menu. A red circle '5' points to the 'SEARCH' button. There is also a 'RESET FORM' link.

