

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**.
 - a. Quick Search:** Enter an **ID Number** (see note for examples) and click **Search**. Then click the **Claims** link.
 - b. 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.
 - c. Browse Claims:** Enter the **Dates Of Service** and other information (as needed) and click **Search**.
3. For each of the above methods, click on the **Claim ID** number in purple for detailed information once the desired claim is found.

The screenshot shows the top navigation bar with 'Search' highlighted (1). Below it, the 'SEARCH' tab is active. The 'Quick Search' method is selected (2). The search criteria is 'ID NUMBER' (a) with the input field containing 'Enter ID (Subscriber ID, Claim ID, etc.)' and a 'SEARCH' button (a). Below the search area, there are links for 'Patients (4)' and 'Claims (133)' (a).

A close-up of a 'Claim ID' field containing the number '123456789' in purple text. A red circle with the number '3' is overlaid on the right side of the field.

The screenshot shows the top navigation bar with 'Search' highlighted (1). Below it, the 'SEARCH' tab is active. The 'Patient Lookup' method is selected (2). The search criteria are 'LAST NAME' (b) and 'DATE OF BIRTH' (b). The input fields are 'Last Name', 'First Name (OPTIONAL)', 'MM', 'DD', and 'YYYY'. There is a 'RESET FORM' button and a 'SEARCH' button (b).

The screenshot shows the top navigation bar with 'Search' highlighted (1). Below it, the 'SEARCH' tab is active. The 'Browse Claims' method is selected (2). The search criteria are 'DATES OF SERVICE' (c) and 'PROVIDER/FACILITY'. The input fields are '04/03/2024' to '04/03/2024' and 'All Providers'. There are also dropdowns for 'CLAIM TYPE' (All Types) and 'STATUS' (All Statuses). There is a 'RESET FORM' button and a 'SEARCH' button (c).