











## View Claim Status Online Quick Reference

### Business Rules

- Providers are only able to view transactions they submitted
- A maximum of 50,000 claims will be returned from a single inquiry
- When using the **Filter By** feature, the percent sign (%) acts as a wildcard. It can be used in conjunction with search criteria or by itself. The wildcard does not work within the first Filter By menu.
- Use the **Cancel** button to close out of a window, **DO NOT** click the  to exit the page. If the button is used by mistake, press the **F5** button on your keyboard to refresh the page.

Action	View Claim Status Online – Filter By	Notes
<b>Filter By</b>	<ol style="list-style-type: none"> <li>1. After you have logged into CHAMPS with your Single Sign On (SSO) user ID and password, select one of the following profiles: CHAMPS Full Access, CHAMPS Limited Access or Claims Access</li> <li>2. Click the Claims tab at the top of the page</li> <li>3. Click <b>Inquire Claims</b> hyperlink</li> <li>4. Click <b>Inquire Claim</b> hyperlink</li> <li>5. Select a criteria in the first <b>Filter By</b> drop down <b>Filter By :</b> <input type="text"/></li> <li>6. Optionally, select a criteria in the second <b>Filter By</b> drop down <b>And</b> <input type="text"/></li> <li>7. Optionally, select a criteria in the third <b>Filter By</b> drop down <b>And</b> <input type="text"/></li> <li>8. Optionally, select a criteria in the <b>With Status</b> drop down <b>With Status</b> <input type="text"/></li> <li>9. Click the  button</li> </ol>	<ul style="list-style-type: none"> <li>• The system will display the claim status list page to retrieve claim inquire for the Domain (NPI) you have selected in step 1.</li> <li>• <b>Filter By</b> values include: <ul style="list-style-type: none"> <li>• Approved Amount</li> <li>• Beneficiary ID</li> <li>• Claim Filing Indicator</li> <li>• Consumer ID</li> <li>• Diagnosis Code</li> <li>• From/To Dates</li> <li>• Line Item Control Number</li> <li>• Medical Record Number</li> <li>• MiChild ID</li> <li>• Modifier</li> <li>• Original TCN</li> <li>• PA Number</li> <li>• Paid Date</li> <li>• Patient Account Number</li> <li>• Procedure Code</li> <li>• Reason Code</li> <li>• Recipient ID</li> <li>• Referral Number</li> <li>• Rendering Provider NPI</li> <li>• Revenue Code</li> <li>• TCN</li> </ul> </li> <li>• To retrieve HIPAA Reason code (denial reason) you must filter by the value "<b>Reason Code</b>" with wildcard %</li> <li>• <b>With Status</b> values include: <ul style="list-style-type: none"> <li>• Denied</li> <li>• In Process</li> <li>• Paid</li> <li>• Void</li> </ul> </li> </ul>

Action	View Claim Status Online – View Claim Details	Notes
View Claim Details	<ol style="list-style-type: none"> <li>1. Optionally, click on the Transaction Control Number (TCN) hyperlink</li> <li>2. System displays Claim Header information</li> <li>3. Optionally, click the  icon to display <b>Service Line List</b> or select this criteria from the <b>Show</b> drop down at the top right of the screen <b>Show:</b>  <ol style="list-style-type: none"> <li>a. Optionally, select the service line TCN to view line item details</li> <li>b. Optionally, select the  or  button to view details of the next or pervious line item</li> <li>c. Select  to return to the Service Line List page</li> </ol> </li> <li>4. Optionally, select criteria from the <b>Show</b> drop down at the top right of the screen to view additional claim information <b>Show:</b> </li> </ol>	