

*West Virginia Trading Partner Account
Claim Status User Guide*

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¹ 45 CFR Parts 160 and 164, Standards for Privacy of Individually Identifiable Health Information; Final Rule

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1. Introduction

The Trading Partner Account Claim Status User Guide is for all trading partners using the West Virginia (WV) Healthcare Payer Administration Solution (Health PAS)-OnLine Web portal. This instructional user guide will help navigate through various claims submitted to WV Medicaid for the selected provider. The web portal system permits real-time completion of healthcare transactions over the Internet.

2. Claim Status

To check the status of a claim, follow these steps:

1. Click **View & Submit Claims**. Refer to **Figure 2-1: View & Submit Claims Button**



Figure 2-1: View & Submit Claims Button

2. From the Billing Provider drop-down list on the **Claim Status** screen, click the billing provider, if applicable. Refer to **Figure 2-2**.

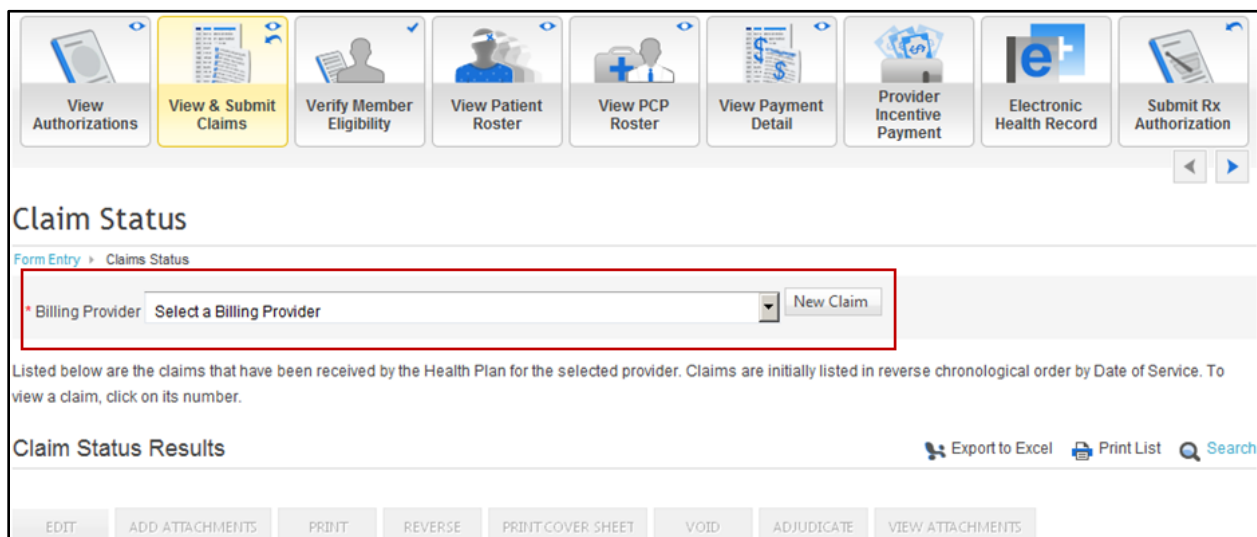


Figure 2-2: Claim Status Window

The 40 most recent claims submitted in the past 30 days are displayed. Refer to **Figure 2-3**.

Claim Status

Form Entry > Claims Status

* Billing Provider: TURNER HEALTH CENTER | 1627287547 New Claim

Listed below are the claims that have been received by the Health Plan for the selected provider. Claims are initially listed in reverse chronological order by Date of Service. To view a claim, click on its number.

The most recent 40 claims submitted in the past 90 days are displayed below. Use the search feature to view additional claims.

Claim Status Results

Export to Excel Print List Search

	Claim #	Claim Type	Member Name	Pat Acct #	From	To	Status	Claim Amt	Copay	Paid Amt
<input type="radio"/>	15233W00001	UB04	TRAINING192, AUBREY	UBUG123	8/21/2015	8/21/2015	OPEN	\$120.00	\$0.00	\$0.00
<input type="radio"/>	15231W00003	UB04	TRAINING311, KIRK CHIP	4/4/2005	8/19/2015	8/19/2015	PAY	\$150.00	\$0.00	\$150.00
<input type="radio"/>	15215W00000	UB04	TRAINING314, DENNIS CHIP	FQHCCHIP	8/2/2015	8/2/2015	PAID	\$150.00	\$0.00	\$150.00

Figure 2-3: Claim Status Results

4. The **Status** field identifies the processing stage of the claim. Refer to **Table 2-1**.

Status	Category	Definition
OPEN	Initial	The claim is waiting for processing or adjudication. The claim will run through Mass Adjudication daily.
ADJUDICATED	Initial	The claim is in processing.
DENY	Initial	The claim failed adjudication.
PAY	Initial	The claim passed the adjudication process and is ready to submit for payment.
PEND	Initial	The claim is in review by claims specialist. The Claim Specialist will review and promote the claim to PAY or DENY status.
REV	Initial	The processed and paid claim was reversed and a mirror image of the claim was created to correct possible processing errors.
REV SYNCH	Initial	The reversal claim is waiting for the finalized adjustment.
WAIT DENY	Non- Payment	The claim is awaiting the finalization of the claim denial.
WAIT PAY	Awaiting Payment	The claim is awaiting the finalization of claim payment.
WAIT REV	Awaiting Payment	The claim is awaiting the finalization of all claim adjustments.
PAID	Finalized	The claim is finalized and the payment process is complete.
DENIED	Finalized	The claim failed the adjudication process and was denied.
REVERSED	Finalized	The payment was reversed.
VOID	Finalized	The claim is not valid.

Table 2-1: Claim Statuses

- When the user clicks the radio button next to a claim, the user can view, edit, adjudicate, reverse, print, or add attachments to the claim. Refer to **Figure 2-4**. For additional instruction on how to perform these functions using the buttons at the bottom of the screen, refer to the [West Virginia Trading Partner Account Claim Submission User Guide](#).

Claim #	Claim Type	Member Name	Pat Acct #	From	To	Status	Claim Amt	Copay	Paid Amt
15246W000001	DENTAL	ANDERSON, DANIEL	9120	9/3/2015	9/3/2015	WAITDENY	\$10.00	\$0.00	\$0.00
15282W000003	1500	ANDERSON, DANIEL	9120	10/9/2015	10/9/2015	OPEN	\$1.00	\$0.00	\$0.00
15205W000002	1500	HOPKINS, MATTHEW D	9120	7/24/2015	7/24/2015	DENY	\$31.00	\$0.00	\$0.00
15247W000000	1500	ANDERSON, DANIEL	9120	9/4/2015	9/4/2015	OPEN	\$0.00	\$0.00	\$0.00
15240W000000	1500	HOPKINS, MATTHEW D	9120/91200000	8/6/2015	8/6/2015	OPEN	\$100.00	\$0.00	\$0.00
15261W000002	UB04	ANDERSON, DANIEL	9120	9/18/2015	9/18/2015	OPEN	\$53.00	\$0.00	\$0.00
15261W000000	1500	ANDERSON, DANIEL	9120	9/18/2015	9/18/2015	WAITDENY	\$12.00	\$0.00	\$0.00
15261W000001	DENTAL	ANDERSON, DANIEL	9120	9/18/2015	9/18/2015	OPEN	\$54.00	\$0.00	\$0.00
15260W000001	1500	HOPKINS, MATTHEW D	9120	9/17/2015	9/17/2015	DENY	\$10.00	\$0.00	\$0.00

Figure 2-4: Additional Claim Functions

2.1 Viewing a Claim

- To view claims in more detail, click the **Claim #** hyperlink for a read-only view. Refer to **Figure 2-5**.

Claim Status

Form Entry > Claims Status

* Billing Provider: TURNER HEALTH CENTER | 1627287547

Listed below are the claims that have been received by the Health Plan for the selected provider. Claims are initially listed in reverse chronological order by Date of Service. To view a claim, click on its number.

The most recent 40 claims submitted in the past 90 days are displayed below. Use the search feature to view additional claims.

Claim #	Claim Type	Member Name	Pat Acct #	From	To	Status	Claim Amt	Copay	Paid Amt
15233W000001	UB04	TRAINING192, AUBREY	UBUG123	8/21/2015	8/21/2015	OPEN	\$120.00	\$0.00	\$0.00
15231W000003	UB04	TRAINING311, KIRK CHIP	4/4/2005	8/19/2015	8/19/2015	PAY	\$150.00	\$0.00	\$150.00
15215W000000	UB04	TRAINING314, DENNIS CHIP	FQHCCCHIP	8/2/2015	8/2/2015	PAID	\$150.00	\$0.00	\$150.00

Figure 2-5: Claim Number Hyperlink

2. The claim status details for the selected claim appear. Refer to **Figure 2-6**.

Form Entry > Claims Status > Claim View

Details for the selected claim appear below.

Claim Detail

Claim Type	1500	Status	WAITDENY
Claim #	15261W000000	Patient Account #	68765
Member ID		Medical Record #	
Member Name	XXXXXXXXXX	Service Provider	ALBAREE HEALTH SERVICES LLC (RHC) 1730232182
Address	XXXXXXXXXX XXXXXXXXXX	Pay To Provider	ALBAREE HEALTH SERVICES LLC (RHC)
Taxonomy		Taxonomy Desc	
Dates of Service	09/18/2015 - 09/18/2015	Check #	
Date Processed	09/18/2015	Check Date	
Service Location	NO PROVIDER	Missing Information	No
Referring Provider		Supervising Provider	

Reimbursement Detail

Claim Total	\$12.00	Copay Applied	\$0.00
Allowed Amount	\$0.00	Deductible Applied	\$0.00
Eligible Amount	\$0.00	Coinsurance Applied	\$0.00
Paid Amount	\$0.00	Disallowed	\$0.00
Interest Days	0		
Withhold Amount	\$0.00	Addl Responsibility	\$12.00
Paid (net Withhold) Amount	\$0.00	Total Patient Responsibility	\$12.00
COB Allowed	\$0.00		
COB Paid	\$0.00	Refund Amount	\$0.00

Diagnosis Codes

Code	Description
R14.1	GAS PAIN

Services

Service Line	Dates of Service	Billed Units	Billed Amount	Paid Amount	Detail
1	09/18/2015 - 09/18/2015	1.00	\$12.00	\$0.00	Details

Remittance Comments

Comment
Member has no active enrollment on start DOS

DUR/ PPS Segment


Claim Edit

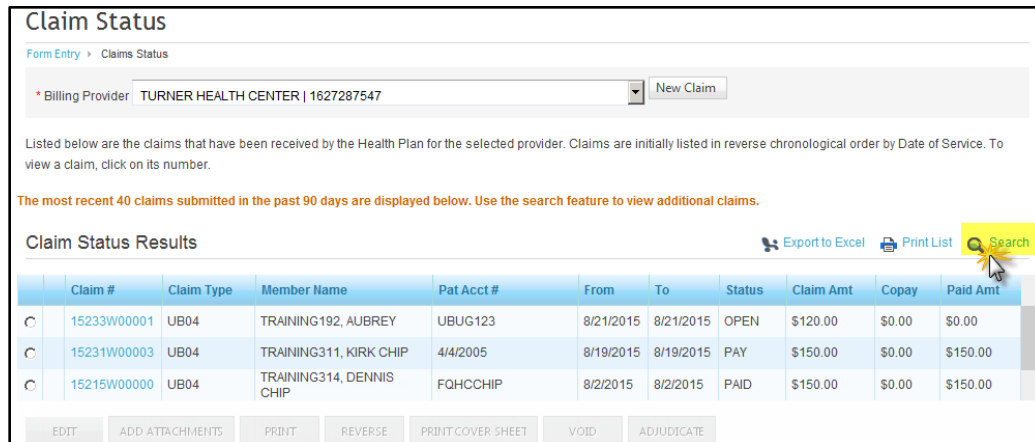
Claim Line	Edit	Description	Status	Group	Adj Reason	Remark
0	201	No enrollment exists for claim start date	DENY	CO	177	

Figure 2-6: Claim Status Details

2.2 Claim Search

To search for a specific claim, follow these steps:

1. On the **Claim Status** screen, click the magnifying glass search icon . Refer to **Figure 2-7**.



The screenshot shows the 'Claim Status' interface. At the top, there is a breadcrumb 'Form Entry > Claims Status' and a dropdown menu for 'Billing Provider' set to 'TURNER HEALTH CENTER | 1627287547'. Below this is a 'New Claim' button. A text block explains that claims are listed in reverse chronological order. A note states that the most recent 40 claims from the past 90 days are displayed. The main section is 'Claim Status Results', which includes a table with columns for Claim #, Claim Type, Member Name, Pat Acct #, From, To, Status, Claim Amt, Copay, and Paid Amt. Three claims are listed in the table. To the right of the table are buttons for 'Export to Excel', 'Print List', and a 'Search' button with a magnifying glass icon, which is highlighted by a mouse cursor. Below the table are several action buttons: 'EDIT', 'ADD ATTACHMENTS', 'PRINT', 'REVERSE', 'PRINT COVER SHEET', 'VOID', and 'ADJUDICATE'.

	Claim #	Claim Type	Member Name	Pat Acct #	From	To	Status	Claim Amt	Copay	Paid Amt
C	15233W00001	UB04	TRAINING192, AUBREY	UBUG123	8/21/2015	8/21/2015	OPEN	\$120.00	\$0.00	\$0.00
C	15231W00003	UB04	TRAINING311, KIRK CHIP	4/4/2005	8/19/2015	8/19/2015	PAY	\$150.00	\$0.00	\$150.00
C	15215W00000	UB04	TRAINING314, DENNIS CHIP	FQHCCHIP	8/2/2015	8/2/2015	PAID	\$150.00	\$0.00	\$150.00

Figure 2-7: Search Icon

2. The user will be prompted to select a specific **Search Method**; see options below.

3. In the Search fields, enter as much information to return the correct search results. The fields with the **red asterisk** are required and must be updated before the search. All other fields on this screen would be optional. *Refer to Figure 2-8.*
4. In the **Search Method** field, select one of the following search methods:
 - a. The **Claim** search method allows you to search using information pertaining to any claims submitted by the selected Billing Provider. Required fields include the **Search Method, From Date of Service and To Date of Service** fields and Status fields. You can also use the **Claims Number** field to perform the search. *Refer to Figure 2-8.*

Claim Status

Form Entry > Claims Status

* Billing Provider: ALBAREE HEALTH SERVICES LLC (RHC) | 1730232182 New Claim

Listed below are the claims that have been received by the Health Plan for the selected provider. Claims are initially listed in reverse chronological order by Date of Service. To view a claim, click on its number.

The most recent 40 claims submitted in the past 90 days are displayed below. Use the search feature to view additional claims.

Claim Status Results Export to Excel Print List Search

* Search Method: Claim Member Provider Advanced

* From Date of Service: 9/21/2015 Calendar * To Date of Service: 10/21/2015 Calendar

* Status: ALL ADJUDICATED DENIED DENY OPEN PAID PAY PEND REV REVERSED REVSYNCH VOID WAITDENY WAITPAY WAITREV

Service Authorization ID: ALL Referral ID:

Patient Account #:

SEARCH RESET CLOSE

Claim #	Claim Type	From	To	Status	Claim Amt	Copay	Paid Amt
15261W000001	DENTAL	9/18/2015	9/18/2015	OPEN	\$54.00	\$0.00	\$0.00

Figure 2-8: Claim Search Methods

- b. The **Member** search method allows you to search for a specific date or a range of dates of service for the specified member submitted by the selected Billing Provider. Required fields include the **Search Method**, **From Date of Service** and **To Date of Service** fields and Status fields. You can also use the **Member ID** and **Medical Record #** fields to perform the search. *Refer to Figure 2-9.*

Claim Status

Form Entry > Claims Status

* Billing Provider: ALBAREE HEALTH SERVICES LLC (RHC) | 1730232182 New Claim

Listed below are the claims that have been received by the Health Plan for the selected provider. Claims are initially listed in reverse chronological order by Date of Service. To view a claim, click on its number.

The most recent 40 claims submitted in the past 90 days are displayed below. Use the search feature to view additional claims.

Claim Status Results Export to Excel Print List Search

*Search Method: Claim **Member** Provider Advanced

*From Date of Service: 8/3/2015 Calendar *To Date of Service: 9/2/2015 Calendar

*Status: ALL Dropdown

Select a Member ID or Medical Record #.

Member ID Search Medical Record #

Figure 2-9: Member Search Method

- c. **Provider** - The **Provider** search method allows you to search using additional information such as the Service Location or Rendering provider listed on the claim for the specified Billing Provider. *Refer to Figure 2-10.*

Claim Status

Form Entry > Claims Status

* Billing Provider: ALBAREE HEALTH SERVICES LLC (RHC) | 1730232182 New Claim

Listed below are the claims that have been received by the Health Plan for the selected provider. Claims are initially listed in reverse chronological order by Date of Service. To view a claim, click on its number.

The most recent 40 claims submitted in the past 90 days are displayed below. Use the search feature to view additional claims.

Claim Status Results Export to Excel Print List Search

*Search Method: Claim Member **Provider** Advanced

*From Date of Service: 8/3/2015 Calendar *To Date of Service: 9/2/2015 Calendar

*Status: ALL Dropdown

Select a Service Location or Rendering Provider.

Service Location: All Service Location Dropdown Rendering Provider: All Rendering Provider Dropdown

Figure 2-10: Provider Search Method

- d. The **Advanced** search method allows you to search for any claim using specific information pertaining to the claim.
- Available search criteria include Current Procedural Terminology (CPT), Healthcare Common Procedure Coding System (HCPCS), Diagnosis Related Group (DRG), etc. for the selected Billing Provider. *Refer to Figure 2-1111.*

Claim Status

Form Entry > Claims Status

* Billing Provider: ALBAREE HEALTH SERVICES LLC (RHC) | 1730232182 New Claim

Listed below are the claims that have been received by the Health Plan for the selected provider. Claims are initially listed in reverse chronological order by Date of Service. To view a claim, click on its number.

The most recent 40 claims submitted in the past 90 days are displayed below. Use the search feature to view additional claims.

Claim Status Results

[Export to Excel](#)
[Print List](#)
[Search](#)

*Search Method: Claim Member Provider **Advanced**

Enter the Date Range for Service and/or Submission.

From Date of Service:

To Date of Service:

Submission Date From:

Submission Date To:

*Status: ALL

Select a Member or Provider along with any combination of the codes below.

Member ID:

Rendering Provider: All Rendering Provider

CPT / HCPS:

Diagnosis:

DRG:

NDC:

Revenue:

Figure 2-11: Advanced Search Method

The claim status results will display according to the selected search method. Refer to **Figure 2-12**.

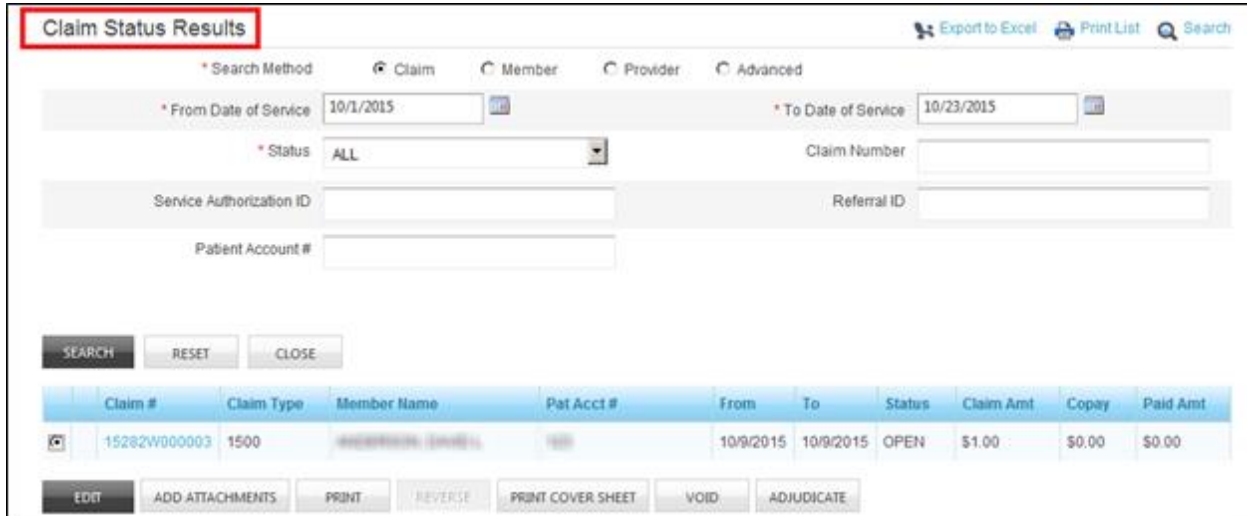


Figure 2-12: Claim Status Results

Once you identify the claim, you can use the functionalities within the **Claim Status Results** screen. Refer to **Table 2-2**.

Function	Definition
EDIT	You can edit any claim in an OPEN, ADJUDICATED, PEND, PAY, or DENY status.
ADD ATTACHMENT	You can add attachments to any claim in an OPEN, ADJUDICATED, PEND, or PAY status.
PRINT	The PRINT button allows you to print claim content. This function is available in any claim status.
REVERSE	You can reverse only a Paid claim or reverse and adjust a Paid or Denied claim.
PRINT COVER SHEET	The PRINT COVER SHEET button creates a coversheet that you can use to mail in with attachments. The print cover sheet is available for claims in an OPEN, ADJUDICATED, PEND, DENY, or PAY status.
VOID	The VOID button allows for claims in an OPEN, ADJUDICATED, PEND, DENY, or PAY status to be permanently cancelled from further processing.
ADJUDICATE	Adjudication is only available for claims in an OPEN, PAY, PEND, or DENY status.
VIEW ATTACHMENT	You can add attachments to any claim in OPEN, ADJUDICATED, PEND, or PAY status.

Table 2-2: Additional Functionalities

Appendix A – Acronyms and Abbreviations

Acronym	Definition
ARRA	American Recovery and Reinvestment Act (2009)
CFR	Code of Federal Regulations
CPT	Current Procedural Terminology
DRG	Diagnosis Related Group
HCPCS	Healthcare Common Procedure Coding System
HIPAA	Health Insurance Portability and Accountability Act of 1996
MMIS	Medicaid Management Information System
PHI	Protected Health Information

End of Documentation