

***West Virginia Trading Partner Account
Claim Status User Guide***

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1.7	04/28/2021	Katie Banik	Gainwell Rebranding	Draft
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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 provides the tools to search, report, and manage provider submitted claims.

2. Claim Status Results Table

The Claim Status Results Table houses all the claims submitted by a provider, regardless of submission medium.

- ✍ All claims whether submitted through direct data entry into the secure provider portal, a paper mailed in claim to West Virginia operations site, or entered through X12 electronic submission is available on this table.

To access the Claim Status Results Table, follow these steps:

1. Log onto the secure provider portal.
2. Click **View & Submit Claims** located under the Form Entry tab. Refer to **Figure 2-1: View & Submit Claims Button**

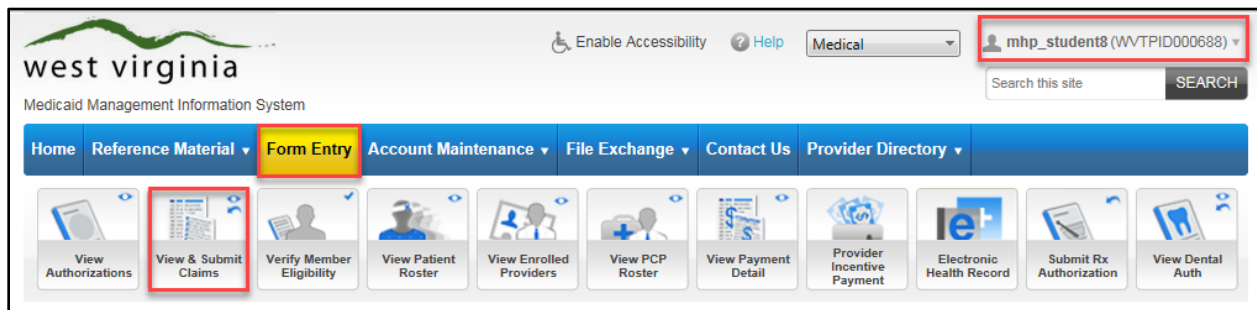


Figure 2-1: View & Submit Claims Button

3. Select a billing provider from the **Billing Provider** drop-down list. Refer to **Figure 2-2**.
 - ✍ If only one provider is affiliated to the Trading Partner Account (TPA) the provider will automatically populate in the Billing Provider field.

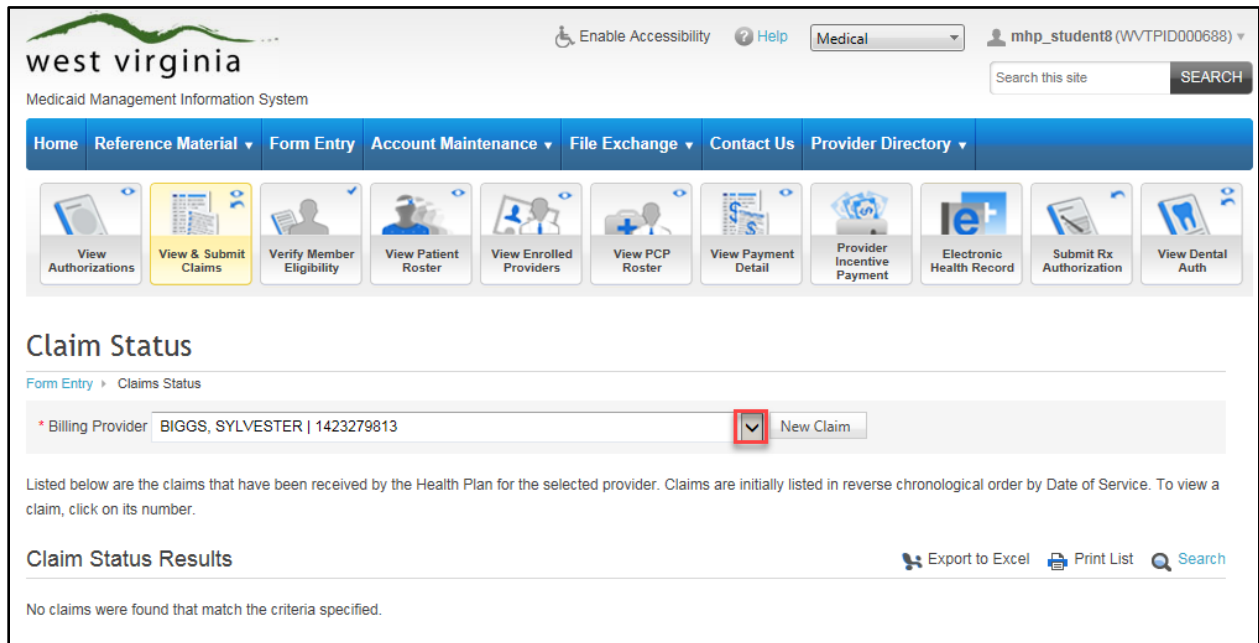


Figure 2-2: Billing Provider drop-down list

The most recent 40 claims submitted in the past 90 days are displayed. Refer to **Figure 2-3**.

If the Claim Status Results table is empty, click the Search icon. Refer to the Section 2.2 Claim Search.

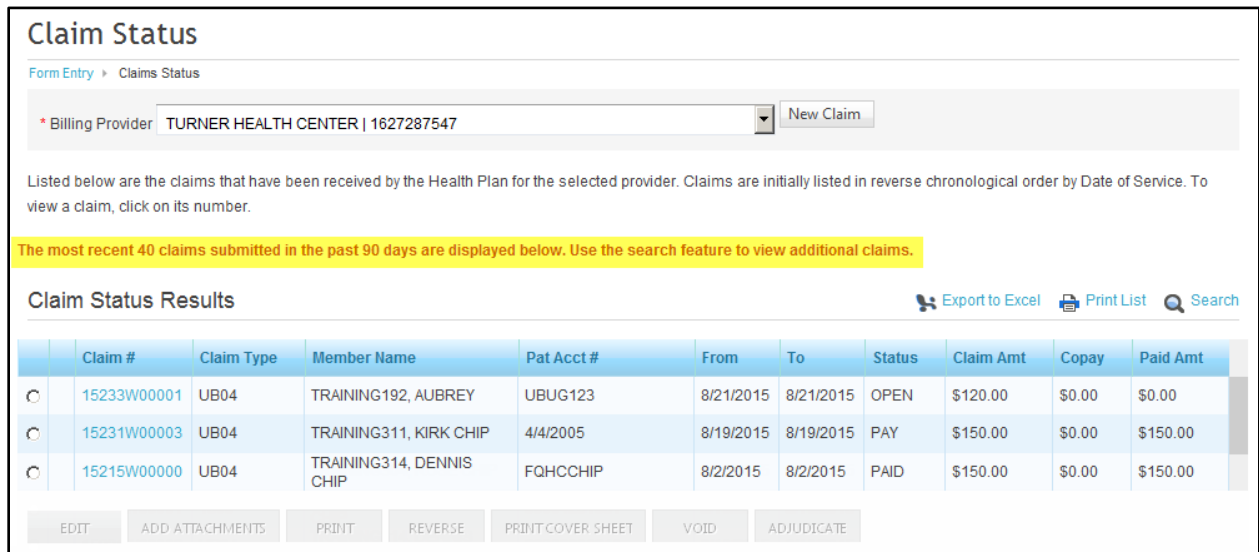


Figure 2-3: Claim Status Results

2.1 Viewing a Claim

- To view claims in more detail, click the **Claim #** hyperlink for a read-only claim details. Refer to **Figure 2-4**.

Claim Status Results Export to Excel Print List Search

* Search Method Claim Member Provider Advanced

* From Date of Service: 10/1/2014 * To Date of Service: 9/30/2015

* Status: ALL Claim Number:

Service Authorization ID: Referral ID:

Patient Account #:

	Claim #	Claim Type	Member Name	Pat Acct #	From	To	Status	Claim Amt	Copay	Paid Amt
<input type="radio"/>	15232000002A1	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	OPEN	\$100.00	\$15.00	\$2.71
<input type="radio"/>	15232000002R1	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	REVSYNCH	(\$100.00)	(\$15.00)	(\$2.71)
<input type="radio"/>	<input type="button" value="u"/> 15232000002	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	PAID	\$100.00	\$15.00	\$2.71
<input type="radio"/>	15141W00004A1	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	OPEN	\$100.00	\$0.00	\$49.65
<input type="radio"/>	15141W00004R1	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	REVSYNCH	(\$100.00)	\$0.00	(\$49.65)
<input type="radio"/>	15141W00004	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	PAID	\$100.00	\$0.00	\$49.65
<input type="radio"/>	<input type="button" value="u"/> 15266W00000	1500	TRAINING373, MARY MEM	Training2015	9/23/2015	9/23/2015	OPEN	\$340.00	\$0.00	\$0.00

First Page Page 1 of 4 Show 40 rows per page

Figure 2-4: Claim Number Hyperlink

- The claim status details for the selected claim appears. Refer to **Figure 2-5**.

Claim View

[Form Entry](#) > [Claims Status](#) > [Claim View](#)

Claim Detail

Details for the selected claim appear below.

Claim Type	1500	Status	OPEN
Claim #	15232000002A1	Patient Account #	UATCHIP
Member ID	[REDACTED]	Medical Record #	
Member Name	TRAINING306, JACKSON CHIP	Service Provider	Biggs, Sylvester 1423279813
Address	[REDACTED] ALDERSON, WV 24910	Pay To Provider	Biggs, Sylvester
Taxonomy		Taxonomy Desc	
Dates of Service	08/20/2015 - 08/20/2015	Check #	
Date Processed	06/19/2019	Check Date	
Service Location	Biggs, Sylvester	Missing Information	No
Referring Provider		Supervising Provider	

Reimbursement Detail

Claim Total	\$100.00	Copay Applied	\$15.00
Allowed Amount	\$2.71	Deductible Applied	\$0.00
Eligible Amount	\$17.71	Coinsurance Applied	\$0.00
Paid Amount	\$2.71	Disallowed	\$0.00
Interest Days	26		
Withhold Amount	\$0.00	Addtl Responsibility	\$0.00
Paid (net Withhold) Amount	\$2.71	Total Patient Responsibility	\$15.00
COB Allowed	\$0.00		
COB Paid	\$0.00	Refund Amount	\$0.00

Diagnosis Codes

Code	Description
E11.8	Type 2 diabetes mellitus

Services

Service Line	Dates of Service	Service Location	Service Code	Modifier(s)	Billed Units	Billed Minutes	Billed Amount	Paid Amount	Detail
1	08/20/2015 - 08/20/2015	11	99211		1.00	0	\$100.00	\$2.71	Details

Remittance Comments

No comments were found for this claim.

DUR/ PPS Segment

Claim Edit

No Edits were found for this claim.

Figure 2-5: Claim View Details

2.2 Claim Search

To search for a specific claim, follow these steps:

1. On the **Claim Status** window, click the magnifying glass icon or **Search** hyperlink. Refer to **Figure 2-6**.

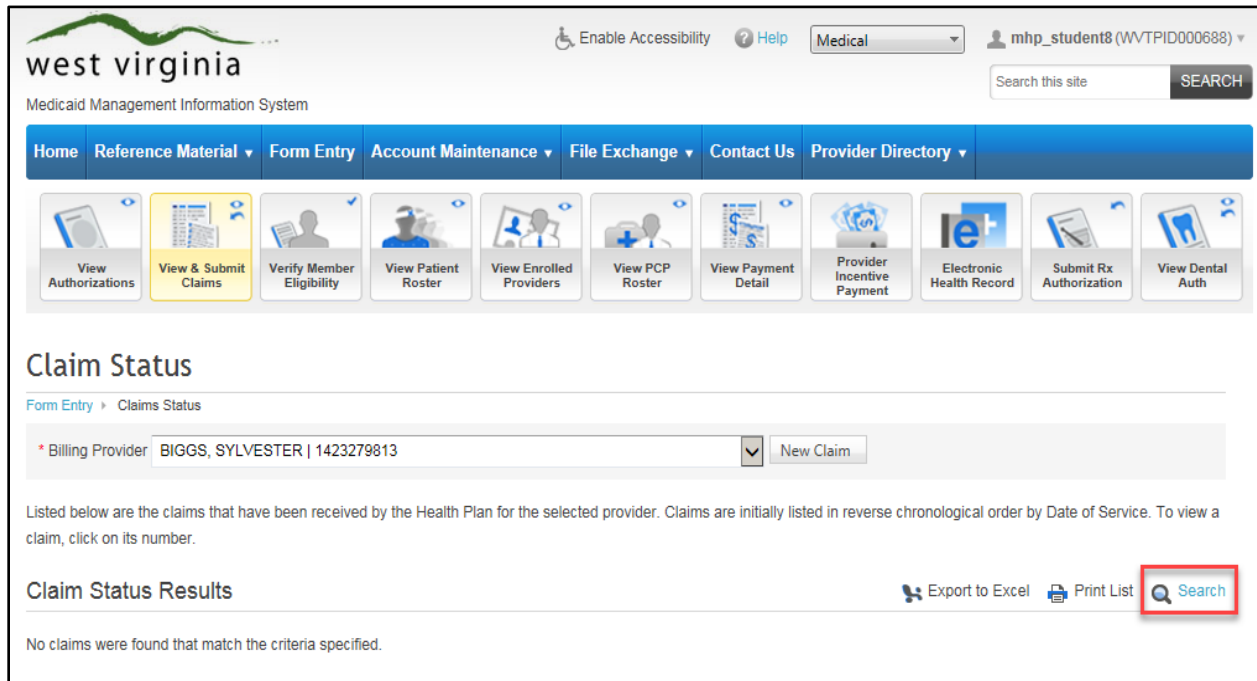


Figure 2-6: Search hyperlink

2. Select a **Search Method**: Claim, Member, Provider, or Advanced. Refer to **Figure 2-7**.

- ✍ A red asterisk “*” is a required field for the search method
- ✍ The more fields populated will result in a narrow results returned

Claim Status

Form Entry > Claims Status

* Billing Provider: BIGGS, SYLVESTER | 1423279813 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.

Claim Status Results

Export to Excel Print List Search

* Search Method Claim Member Provider Advanced

* From Date of Service: 10/6/2019

* Status: ALL

Service Authorization ID:

Patient Account #:

* To Date of Service: 11/5/2019

Claim Number:

Referral ID:

SEARCH RESET CLOSE

No claims were found that match the criteria specified.

Figure 2-7: Search Methods

2.2.1 Claim Search Method

The **Claim** search method allows you to search using information pertaining to any claims submitted by the selected Billing Provider.

Required fields include the **From Date of Service** and **To Date of Service** fields and **Status** fields. If you know your claim number, a **Claim Number** field is available to expedite the search.

Click **SEARCH** to activate search. Refer to **Figure 2-8**.

Claim Status

Form Entry > Claims Status

* Billing Provider: BIGGS, SYLVESTER | 1423279813 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.

Claim Status Results Export to Excel Print List Search

* Search Method: Claim Member Provider Advanced

* From Date of Service: 10/1/2015 Calendar * To Date of Service: 9/30/2015 Calendar

* Status: ALL Dropdown Claim Number:

Service Authorization ID: Referral ID:

Patient Account #:

SEARCH RESET CLOSE

Figure 2-8: Claim Search Method

2.2.2 Member Search Method

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 **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 an expedited search for claims associated with a specific member. Refer to **Figure 2-9**.

Click **SEARCH** to activate search.

Claim Status

Form Entry > Claims Status

* Billing Provider: BIGGS, SYLVESTER | 1423279813 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.

Claim Status Results Export to Excel Print List Search

* Search Method: Claim Member Provider Advanced

* From Date of Service: 10/6/2019 Calendar * To Date of Service: 11/5/2019 Calendar

* Status: ALL Dropdown

Select A Member ID Or Medical Record #.

Member ID: Search Medical Record #:

SEARCH RESET CLOSE

Figure 2-9: Member Search Method

2.2.3 Provider Search Method

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. Required fields include the **From Date of Service** and **To Date of Service** fields and **Status** fields.

Click **SEARCH** to activate search. Refer to **Figure 2-10**.

The screenshot shows the 'Claim Status' search interface. At the top, the 'Billing Provider' is set to 'BIGGS, SYLVESTER | 1423279813'. Below this, a message states: '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 'Claim Status Results' section features search filters: 'Search Method' (radio buttons for Claim, Member, **Provider**, Advanced), 'From Date of Service' (10/6/2019), 'To Date of Service' (11/5/2019), and 'Status' (ALL). Below these are 'Service Location' (All Service Location) and 'Rendering Provider' (All Rendering Provider) dropdowns. At the bottom, there are 'SEARCH', 'RESET', and 'CLOSE' buttons. A red box highlights the 'Provider' radio button, the date and status filter fields, and the 'SEARCH' button.

Figure 2-10: Provider Search Method

2.2.4 Advanced Search Method

The **Advanced** search method allows you to search for a claim using very specific claim information, such as Current Procedural Terminology (CPT), Healthcare Common Procedure Coding System (HCPCS), Diagnosis Related Group (DRG), etc.

Click **SEARCH** to activate search. Refer to **Figure 2-11**.

Claim Status

Form Entry > Claims Status

* Billing Provider: BIGGS, SYLVESTER | 1423279813 [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.

Claim Status Results [Export to Excel] [Print List] [Search]

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

Enter The Date Range For Service, Submission And/Or Payment.

From Date of Service [] [] To Date of Service [] []

Submission Date From [] [] Submission Date To [] []

Paid Date From [] [] Paid Date To [] []

* Status: ALL []

Member ID [] [] Rendering Provider: All Rendering Provider []

CPT / HCPS [] [] Diagnosis [] []

DRG [] [] NDC [] []

Revenue [] []

[SEARCH] [RESET] [CLOSE]

Figure 2-11: Advanced Search Method

The claim status results will display according to the selected search method.

2.3 Search Result Claim Reports

Once your search results are returned, options are available to either export the report to an Excel spreadsheet or print the list of results.

2.3.1 Export search results to an Excel spreadsheet

To create an Excel spreadsheet of Claim Status Results, complete the following:

1. Click **Export to Excel** hyperlink. Refer to **Figure 2-12**.

Claim Status Results Export to Excel Print List Search

* Search Method Claim Member Provider Advanced

From Date of Service: 11/1/2014 To Date of Service: 10/30/2015

* Status: ALL Claim Number:

Service Authorization ID: Referral ID:

Patient Account #:

SEARCH RESET CLOSE

	Claim #	Claim Type	Member Name	Pat Acct #	From	To	Status	Claim Amt	Copay	Paid Amt
<input type="radio"/>	1523200002A1	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	OPEN	\$100.00	\$15.00	\$2.71
<input type="radio"/>	1523200002R1	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	REVSYNCH	(\$100.00)	(\$15.00)	(\$2.71)
<input type="radio"/> <input checked="" type="checkbox"/>	15232000002	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	PAID	\$100.00	\$15.00	\$2.71
<input type="radio"/>	15141W00004A1	1500	TRAINING346, ORVILL E MEM	PAASWR	4/4/2015	4/4/2015	OPEN	\$100.00	\$0.00	\$49.65
<input type="radio"/>	15141W00004R1	1500	TRAINING346, ORVILL E MEM	PAASWR	4/4/2015	4/4/2015	REVSYNCH	(\$100.00)	\$0.00	(\$49.65)
<input type="radio"/>	15141W00004	1500	TRAINING346, ORVILL E MEM	PAASWR	4/4/2015	4/4/2015	PAID	\$100.00	\$0.00	\$49.65
<input type="radio"/> <input checked="" type="checkbox"/>	15266W00000	1500	TRAINING373, MARY MEM	Training2015	9/23/2015	9/23/2015	OPEN	\$340.00	\$0.00	\$0.00
<input type="radio"/> <input checked="" type="checkbox"/>	15261W00003	1500	TRAINING373, MARY MEM	TRN123	9/18/2015	9/18/2015	OPEN	\$275.00	\$0.00	\$0.00

First Page | Previous | Page 1 of 4 | Next | Show 40 rows per page

EDIT ADD ATTACHMENTS PRINT REVERSE PRINT COVER SHEET VOID ADJUDICATE SAVE AS TEMPLATE

Figure 2-12: Export Claim Status Results to Excel Spreadsheet

2. Click **Open**. Refer to Figure 2-13.

Based on your operating system the Open, Save, or Cancel window could vary.

Do you want to open or save **Claim Status.xls** from **trn.wvmmisuat.com**? Open Save Cancel X

Figure 2-13: Open, Save, or Cancel created spreadsheet

3. The Excel spreadsheet opens and can be utilized as desired. Refer to Figure 2-14.

Claim Number	Claim Type	Member Name	Patient Account #	From Date of Service	To Date of Service	Status	Claim Amount	Copay	Paid Amount
15232000002A1	1500	TRAINING306, JACKSON CHIP	UATCHIP	8/20/2015	8/20/2015	OPEN	\$100.00	\$15.00	\$2.71
15232000002R1	1500	TRAINING306, JACKSON CHIP	UATCHIP	8/20/2015	8/20/2015	REVSYNCH	(\$100.00)	(\$15.00)	(\$2.71)
15232000002	1500	TRAINING306, JACKSON CHIP	UATCHIP	8/20/2015	8/20/2015	PAID	\$100.00	\$15.00	\$2.71
15141W00004A1	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	OPEN	\$100.00	\$0.00	\$49.65
15141W00004R1	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	REVSYNCH	(\$100.00)	\$0.00	(\$49.65)
15141W00004	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	PAID	\$100.00	\$0.00	\$49.65

Figure 2-14: Excel spreadsheet created

2.3.2 Print Search Results

1. Click Print List hyperlink. Refer to Figure 2-15.

Claim Status Results [Export to Excel](#) [Print List](#)

* Search Method Claim Member Provider Advanced

From Date of Service: 11/1/2014 To Date of Service: 10/30/2015

* Status: ALL Claim Number:

Service Authorization ID: Referral ID:

Patient Account #:

	Claim #	Claim Type	Member Name	Pat Acct #	From	To	Status	Claim Amt	Copay	Paid Amt
<input type="radio"/>	15232000002A1	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	OPEN	\$100.00	\$15.00	\$2.71
<input type="radio"/>	15232000002R1	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	REVSYNCH	(\$100.00)	(\$15.00)	(\$2.71)
<input checked="" type="radio"/>	15232000002	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	PAID	\$100.00	\$15.00	\$2.71
<input type="radio"/>	15141W00004A1	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	OPEN	\$100.00	\$0.00	\$49.65
<input type="radio"/>	15141W00004R1	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	REVSYNCH	(\$100.00)	\$0.00	(\$49.65)
<input type="radio"/>	15141W00004	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	PAID	\$100.00	\$0.00	\$49.65
<input type="radio"/>	15266W00000	1500	TRAINING373, MARY MEM	Training2015	9/23/2015	9/23/2015	OPEN	\$340.00	\$0.00	\$0.00
<input checked="" type="radio"/>	15261W00003	1500	TRAINING373, MARY MEM	TRN123	9/18/2015	9/18/2015	OPEN	\$275.00	\$0.00	\$0.00

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Figure 2-15: Print Claim Status Results table

1. Print formatted report displays. Refer to Figure 2-16.

west virginia
Medical Management Information

Claim Status

gainwell

SEARCH CRITERIA:
BILLING PROVIDER: BIGGS, SYLVESTER 1423279613

Claim Number	Claim Type	Member Name	Patient Account #	From Date of Service	To Date of Service	Status	Claim Amount	Copay	Paid Amount
15232000002A1	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	OPEN	\$100.00	\$15.00	\$2.71
15232000002R1	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	REVSYNCH	(\$100.00)	(\$15.00)	(\$2.71)
15232000002	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	PAID	\$100.00	\$15.00	\$2.71
15141W00004A1	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	OPEN	\$100.00	\$0.00	\$49.65
15141W00004R1	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	REVSYNCH	(\$100.00)	\$0.00	(\$49.65)
15141W00004	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	PAID	\$100.00	\$0.00	\$49.65

Figure 2-16: Print Preview of Claims Status Results table

2.4 Managing a Claim

Once you identify a claim found on the claim status table, use the radio button found to the left of desired claim to activate the manage claim buttons found below the table. Refer to Figure 2-17.

The manage claim buttons are defined in Table 2-1. The Status column found on the Claim Status table identifies the processing stage of the claim. Based on the processing status associated with the claim lifecycle determines what managing activities are available. Refer to Table 2-2.

Claim Status Results

Export to Excel Print List Search

* Search Method Claim Member Provider Advanced

From Date of Service 11/1/2014 To Date of Service 10/30/2015

* Status ALL Claim Number

Service Authorization ID Referral ID

Patient Account #

SEARCH RESET CLOSE

	Claim #	Claim Type	Member Name	Pat Acct #	From	To	Status	Claim Amt	Copay	Paid Amt
<input checked="" type="radio"/>	15232000002A1	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	OPEN	\$100.00	\$15.00	\$2.71
<input type="radio"/>	15232000002R1	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	REVSYNCH	(\$100.00)	(\$15.00)	(\$2.71)
<input type="radio"/>	15232000002	1500	TRAINING306, JACKS ON CHIP	UATCHIP	8/20/2015	8/20/2015	PAID	\$100.00	\$15.00	\$2.71
<input type="radio"/>	15141W00004A1	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	OPEN	\$100.00	\$0.00	\$49.65
<input type="radio"/>	15141W00004R1	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	REVSYNCH	(\$100.00)	\$0.00	(\$49.65)
<input type="radio"/>	15141W00004	1500	TRAINING346, ORVILLE MEM	PAASWR	4/4/2015	4/4/2015	PAID	\$100.00	\$0.00	\$49.65
<input type="radio"/>	15266W00000	1500	TRAINING373, MARY MEM	Training2015	9/23/2015	9/23/2015	OPEN	\$340.00	\$0.00	\$0.00
<input type="radio"/>	15261W00003	1500	TRAINING373, MARY MEM	TRN123	9/18/2015	9/18/2015	OPEN	\$275.00	\$0.00	\$0.00

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Figure 2-17: Claim Status Results table and managing functions

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.
SAVE AS TEMPLATE	You can save a claim as a template to be used later in any status. Refer to the West Virginia Claim Submission User Guide for details on this functionality.

Table 2-1: Claim Managing Functions

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 has 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 2-2: Claim Statuses

3. 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