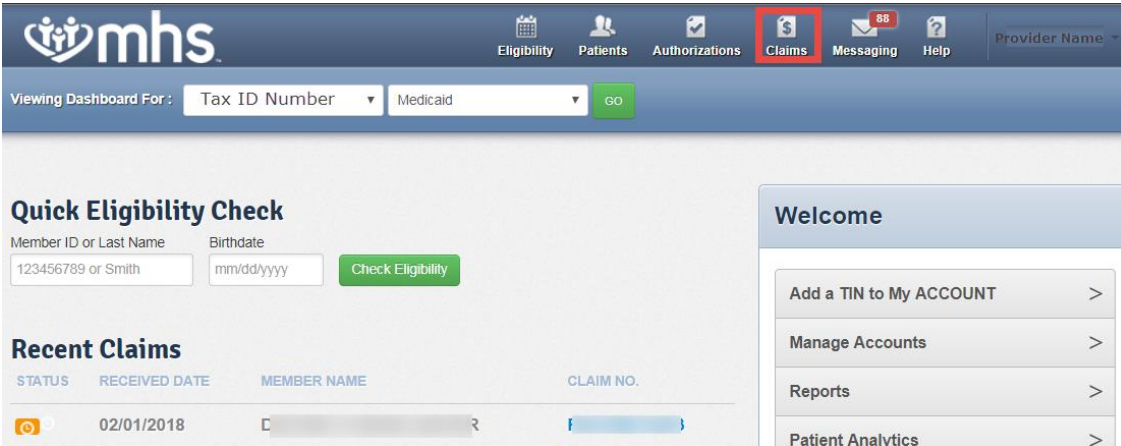


## How to Check Claim Status on the MHS Portal

Providers have the ability to Check Claim Status on the portal.

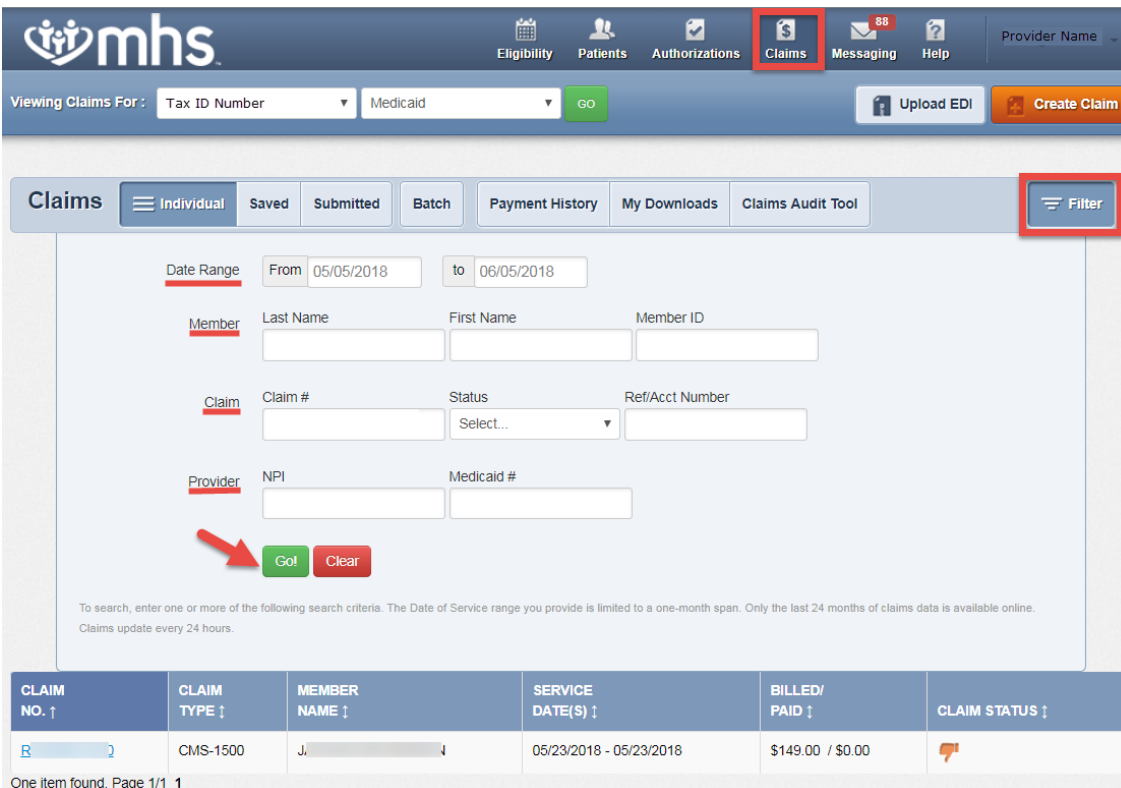
### A. Review the steps below to see the process for Checking Claim Status using Individual Tab.

1. Log into the Secure Provider Portal: <https://provider.mhsindiana.com>
2. Click the **Claims** tab on the dashboard header.



The screenshot shows the MHS portal dashboard. The 'Claims' tab is highlighted in the top navigation bar. Below the navigation bar, there are dropdown menus for 'Viewing Dashboard For:' (Tax ID Number) and 'Medicaid'. A 'Quick Eligibility Check' section contains input fields for 'Member ID or Last Name' (123456789 or Smith) and 'Birthdate' (mm/dd/yyyy), with a 'Check Eligibility' button. A 'Recent Claims' table is visible with columns for STATUS, RECEIVED DATE, MEMBER NAME, and CLAIM NO. A 'Welcome' sidebar on the right lists options like 'Add a TIN to My ACCOUNT', 'Manage Accounts', 'Reports', and 'Patient Analytics'.

3. On the **Individual** tab, Click **Filter** and multiple search criteria will appear including: **Date Range, Member, Claim # and Provider.** Enter search criteria and click **Go**.



The screenshot shows the 'Claims' page with the 'Individual' tab selected. A 'Filter' button is highlighted in a red box. The filter form includes the following fields:

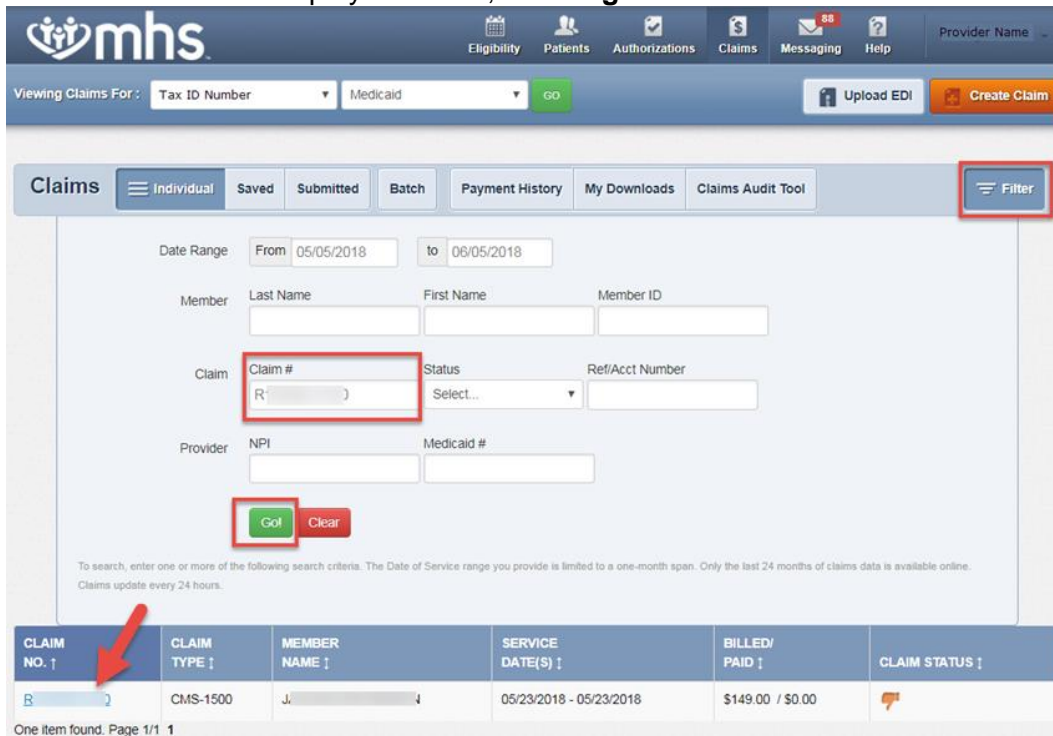
- Date Range:** From 05/05/2018 to 06/05/2018
- Member:** Last Name, First Name, Member ID
- Claim:** Claim #, Status (Select...), Ref/Acct Number
- Provider:** NPI, Medicaid #

A red arrow points to the 'Go' button. Below the filter form, there is a table with the following data:

CLAIM NO. ↑	CLAIM TYPE ↑	MEMBER NAME ↑	SERVICE DATE(S) ↑	BILLED/ PAID ↑	CLAIM STATUS ↑
123456789	CMS-1500	J. [REDACTED]	05/23/2018 - 05/23/2018	\$149.00 / \$0.00	🚫

One item found. Page 1/1 1

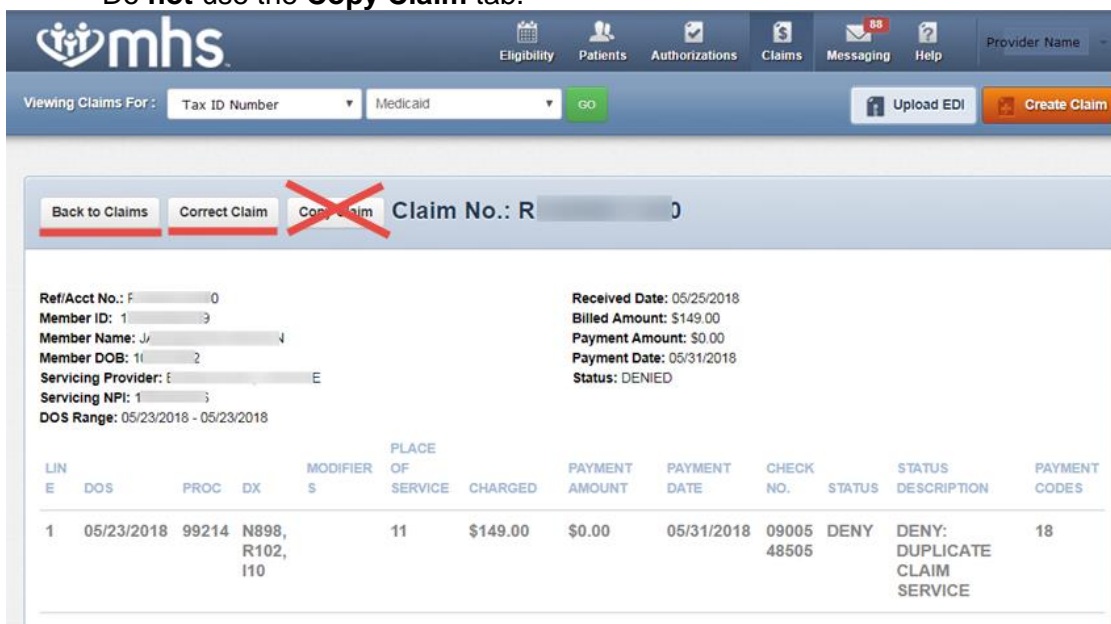
- If searching by **Claim #** and the claim number is found it will appear below. The claim information will display:  
**Claim No., Claim Type, Member Name, Service Date, Billed Paid and Claim Status.**  
 Claim status displays as **Paid, Pending or Denied.**



CLAIM NO. ↑	CLAIM TYPE ↑	MEMBER NAME ↑	SERVICE DATE(S) ↑	BILLED/PAID ↑	CLAIM STATUS ↑
R	CMS-1500	J.	05/23/2018 - 05/23/2018	\$149.00 / \$0.00	Deny

One item found. Page 1/1 1

- Click on the **Claim No.** to view additional information including: payment amount, payment date and check number. The ability to correct a claim is also included by clicking: **Correct Claim.** Do **not** use the **Copy Claim** tab.



Back to Claims | **Correct Claim** | Copy Claim | Claim No.: R

Ref/Act No.: F  
 Member ID: 1  
 Member Name: J.  
 Member DOB: 11  
 Servicing Provider: E  
 Servicing NPI: 1  
 DOS Range: 05/23/2018 - 05/23/2018

Received Date: 05/25/2018  
 Billed Amount: \$149.00  
 Payment Amount: \$0.00  
 Payment Date: 05/31/2018  
 Status: DENIED

LIN	E	DOS	PROC	DX	MODIFIER	PLACE OF SERVICE	CHARGED	PAYMENT AMOUNT	PAYMENT DATE	CHECK NO.	STATUS	STATUS DESCRIPTION	PAYMENT CODES
1		05/23/2018	99214	N898, R102, I10		11	\$149.00	\$0.00	05/31/2018	09005 48505	DENY	DENY: DUPLICATE CLAIM SERVICE	18

\*Please note only claims with a status of **PAID** or **DENIED** can be corrected online.