

ePACES - Claim Status Inquiry and Response

Overview

The Claim Status Inquiry function allows the User to inquire about the status of claims currently in the NYS Medicaid's adjudication process. The Claim Status Inquiry requests process in real-time, providing a response within a few moments that may be viewed in the Status Response worklist. It is important to refine your inquiry as much as possible because the inquiry will return claims that match the search criteria. ePACES will return the last 10 adjudicated claims in response to an inquiry. **Note:** Status Inquiry will check the status of claims sent in electronically or on paper. For more detailed information, please see the Help Documentation available on the eMEDNY website: https://www.emedny.org/selfhelp/ePACES/ePACES_Help.pdf

Included in this document:

Creating a Status Inquiry

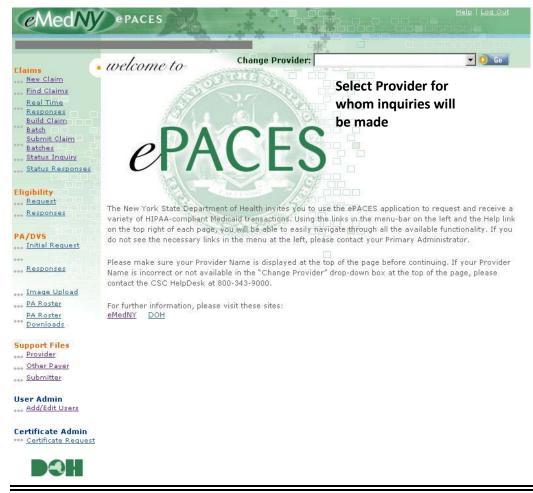
Claim Status Inquiry Initial Selection ScreenClaim Status Inquiry by Client IDClaimStatus Inquiry by Selecting from Claim List

Claim Status Response

<u>Status</u> <u>Viewing a Claim Status Response</u> Phone Contact

A. Creating a Status Inquiry

Click on the Status Inquiries hyperlink.



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CLAIM STATUS INQUIRY INITIAL SELECTION SCREEN

Claim Status Inquiries may be made by searching on Client ID or clicking on the link to go to the *Claim Status Inquiry* work list.

Change Prov	vider: EM	EVS COUNTY PROVIDER RELAT 🔽 🗐 😡	
Claim Status Inquiry	Enter the Client ID and click on Go		
		* Indicates required field(s)	
*Client ID:	OR	Find and select multiple claims to check	

CLAIM STATUS INQUIRY BY CLIENT ID

Claim Status Inquiry

Information about the Client is displayed

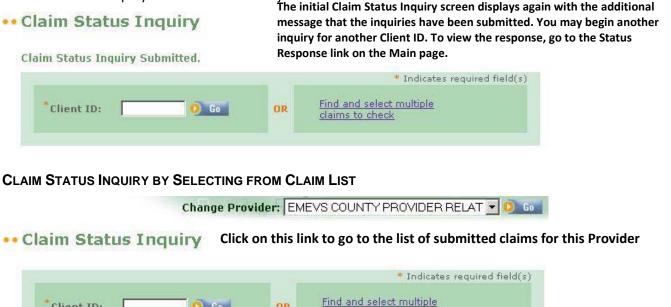
		* Indicates required field(s
* Client ID:	LL12345X 0 Go	
Patient Control #:		
Jane Doe Address Line 1 Address Line 2 City, State Zip		
DOB:	01/01/00001	
Gender:	F	
If this is not the correction of the correction	ct Client, enter another and clic	:k "Go" above.
*Date of Service:	From:	Rēquired field
Total Claim Amount:		
Payer Claim Control N	umber:	
		O Submit O Cle

A From Date of Service is required. If the claim was submitted with a date span (i.e., 1/1/08 - 1/5/08) then you must also enter the To Date of Service. The Claim Amount is optional. If you are unsure of the Date of Service, enter a probable range and if you are unsure of the claim amount, you may leave this field blank or enter 0.00. The Payer Claim Control Number is optional; if it is entered the status response will be for that specific claim. Click on Submit to send the inquiry to eMedNY.

Client ID:

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Note: The Status Inquiry returns the last 10 adjudicated claims that match the criteria.



The Claim Status Activity work list, a list of claims submitted within the last 24 hours, is displayed. The screen shot below shows a partial list of claims associated with this Provider. You may sort the claims by clicking on the green arrows in the column headers or by selecting a category from the drop down list and entering the specific text to search for in the blank field to obtain a subset of claims. Click on Go to execute the search. You may use this method to obtain the status of claims submitted more than 24 hours previously.

claims to check

Select value from drop down list. Enter text here.

Find Claim(F			O Go		
Add to Inquiry Uncheck All	Patie Contr	Patient C Client ID Client Las Type of C Batch Sul	t Name Jaim	Client Name ▼	Type of Claim ▼	Total Claim Amount	Batch Submit Date ▼	Last Inquiry Date
		Last Inqu		DOE, JANE	Institutional	\$ 100.00	5/17/2011	
	TEST		LL12345X	DOE, JANE	Institutional	\$ 150.00	5/16/2011	5/16/2011

OR

You may also click in the boxes under the Add to Inquiry column to select specific claims from the list presented.

ePACES will display the following screen indicating that the number of inquiries sent.



Go

To view the results of your inquiry, return to the Main Page and click on the *Status Response* hyperlink.

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B. Claim Status Response

Clicking on the Status Response link on the Main page will display the Search Criteria screen. You may narrow your search parameters by using the fields below, then clicking on Search. Remember, ePACES will return the last 10 adjudicated claims that match the search criteria. You may also click on a radio button to request just the transactions inquired about by your User ID or request all the transactions that meet the other criteria for the Provider currently selected at the top of the screen.

•• Claim Status Activity Worklist

Red	quested within	the last 1 days	; Date Inquiry	Sent:	
Clie	ent Last Name:		Dates of Ser	vice: From	
Pat	tient Control #:			То	
Clie	ent ID:		Status:		

Name 💎	Patient Control #	Client ID 🔻	Date Sent 🔻	Dates of Service 🔻	Status 🔻
DOE, JANE		LL12345X	6/7/2008 4:20:53 PM	6/3/2008	Sent
DOE, JANE		LL12345X	6/7/2008 4:10:02 PM	6/3/2008	Sent
DOE. JANE	1234568	LL12345X	6/7/2008 9:15:29 AM	6/3/2008	Sent
DOE, JANE	1234569	LL12345X	6/7/2008 9:15:28 AM	6/3/2008	Sent
DOE, JANE	1234568	LL12345X	6/1/2008 9:15:28 AM	5/24/2008	Sent
DOE, JANE	1234567	LL12345X	6/1/2008 9:15:23 AM	5/24/2008	Sent
DOE, JANE	1234568	LL12345X	6/1/2008 2:44:13 PM	5/24/2008	Sent
DOE, JANE		LL12345X	6/1/2008 2:22:18 PM	5/24/2008	Sent
Name	Patient Control #	Client ID	Date Sent	Dates of Service	Status

Records 1 - 8 of 8

Records 1 - 8 of 8



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Your search will yield a subset of the full claim list. As before, you may sort by any column with a green arrow.

Status

Claims may have one of four possible statuses:

Sent – The Request was sent but no response was received from the payer.

Received – Response received from payer but not yet viewed by the User.

Viewed – Response was viewed by the User.

Worked – The Response from the payer was reviewed and the necessary follow-up, if any, completed.

VIEWING A CLAIM STATUS RESPONSE

After the Claim Status Inquiry is received, you may view the returned claim information by clicking on the hyperlinked Client Name in the Claim Status Activity work list. If you do, and multiple responses have been received, a page will be displayed containing the Client details along with a list of claims that matched the submitted Search criteria.

PATIENT

The top portion of the page will contain the Client ID and Name to allow you to validate the correct Client ID was used for the Claim Status Inquiry.

• Patient			
Client ID:	LL12345X	Name:	DOE, JANE

CLAIM LEVEL INFORMATION

Payer Claim Control #: This is the TCN number assigned to the claim, which appears on your remittance statement. If multiple claims matched your search criteria, there will be clickable links to obtain the status of that claim. The status inquiry returns the last 10 adjudicated claims.

Total Claim Charge Amount: This value represents the total claim charge amount.

Paid Amount: This value represents the total claim payment amount. If the claim has not been finalized for payment or payment has not been authorized, this field will remain blank.

Dates of Service: This is the service date range as entered on the original claim.

Status Effective Date: This date represents the effective date for the associated claim status.

Remittance Trace #: The remittance number or EFT Trace Number (if the claim has been paid) will be listed here.

Remittance Date: The release date for the remittance or the EFT funds (if the claim has been paid) will be listed here.

Claim Level Status: The codes and descriptions for Claim Status and Claim Status Category codes.

Bill Type: This value identifies the type of facility where the services were performed.

Patient Control #: The Patient Control Number submitted on the claim. This may be referred to the Patient Account Number in the provider's billing system.

Pharmacy Control #: If a pharmacy control number was entered on the claim, it will display here.

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Payer Claim Control#	Total Claim Charge Amount	Paid Amount	Dates of Service	Status Effective Date	Remittance Trace#	Remittance Date
► <u>1113600000120931</u>	\$150.00	\$0.00	5/2/2011 - 5/2/2011	5/17/2011		
<u>1113300000111130</u>	\$100.00	\$0.00	5/7/2011 - 5/7/2011	5/17/2011		
Claim Level Status						
(F2) - Finalized/Denial-The claim Entity's specialty code. (1P) - Pr		peen denie	ed. (145) -	Bill Type: Patient C Pharmacy		TE

SERVICE LINE INFORMATION

Line: The number uniquely identifying a line on a claim.

Status: The codes and descriptions for the Claim Status and Claim Status Category codes.

Service Line Dates: The date(s) of service for that particular line.

Proc/NDC Code & Mod: The value(s) shown reflect the Procedure Code, National Drug Code and/or Modifiers for that specific line.

Line Charge Amount: The original dollar value submitted by the Provider for this line of the claim.

Paid Amount: If the claim line has been authorized for payment, the dollar value, which has been paid by the payer.

Units: The original submitted units of service.

Status Date: This is date the claim status inquiry was submitted.

Line	Status	Service Line Dates	Proc/NDC Code & Mod	Line Charge Amount	Paid Amount	Units	Status Date
1	(F2) - Finalized/Denial-The claim/line has been denied. (454) - Procedure code for services rendered.(Note: New as of 2/97)	5/2/2011 - 5/2/2011		\$150.00	\$0.00	1.00	5/17/2011



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Once you have reviewed the information displayed on the page, you have two options. You may click the Close button, which will set the status of the response to Viewed or you may click Worked to mark the response as such, indicating that follow-up has been completed. Both buttons will close the details page and return you to the Claim Status Activity work list.

Phone Contact

eMedNY Call Center: (800) 343-9000 Hours of Operation:

> For provider inquiries pertaining to non-pharmacy billing or claims, or provider enrollment: Monday through Friday: 7:30 a.m. - 6:00 p.m., Eastern Time (excluding holidays) For provider inquiries pertaining to eligibility, DVS, and pharmacy claims:

Monday through Friday: 7:00 a.m. - 10:00 p.m., Eastern Time (excluding holidays) Weekends and Holidays: 8:30 a.m. - 5:30 p.m., Eastern Time