

NewMMIS Job Aid: Inquire on Claim Status

This job aid describes how to:

- Research the status of a claim via the Provider Online Service Center after it has been submitted to MassHealth for payment.

Access Inquire Claim Status

From the MassHealth Provider Online Service Center home panel:

1. Click **Manage Claims and Payments**.
2. Click **Inquire Claim Status**. The **Search for Claims** panel is displayed.

Enter Search Criteria

From the **Search for Claims** panel:

3. Select **Provider ID** from the drop-down list.
4. Enter the **Member ID**.
5. Enter **From Date of Service** and **To Date of Service**, up to a six month time span. Note: if you know the exact date of the service, the From and To dates will be the same date. For more effective claim searching, enter as much search information as possible.
Or, enter the ICN if available. Entering an ICN is the most effective search because that will return only one claim in the Search Results.
6. Click **Search**.

From the **Claims Search Results** panel:

7. View the claim status.
8. If you need more information, select the claim.

Review the Claim Detail Panel

From the **Claim Detail** panel:

9. Review the claim details.
10. Click **Close** when you are finished. Or, click **Return to Search Results** to view another claim.

Review the Claim Line Detail Information

From the **List of Services** panel:

11. Click the line item detail number you want to review.

From the **Services Detail** panel:

12. Review the detail line information.
13. Click **Close** when you are finished. Or, click **Return to Search Results** to view another claim.