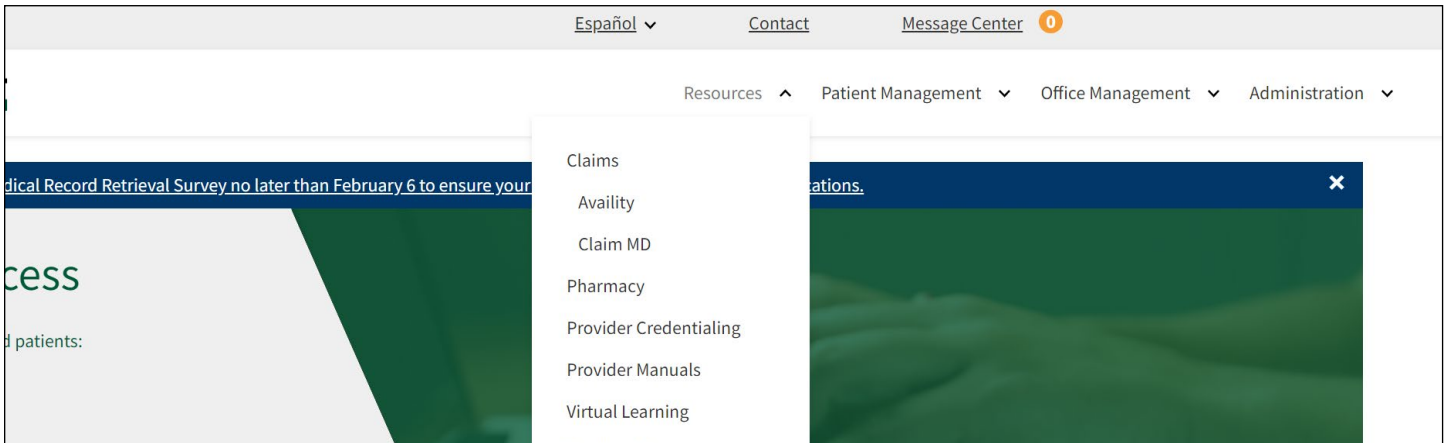
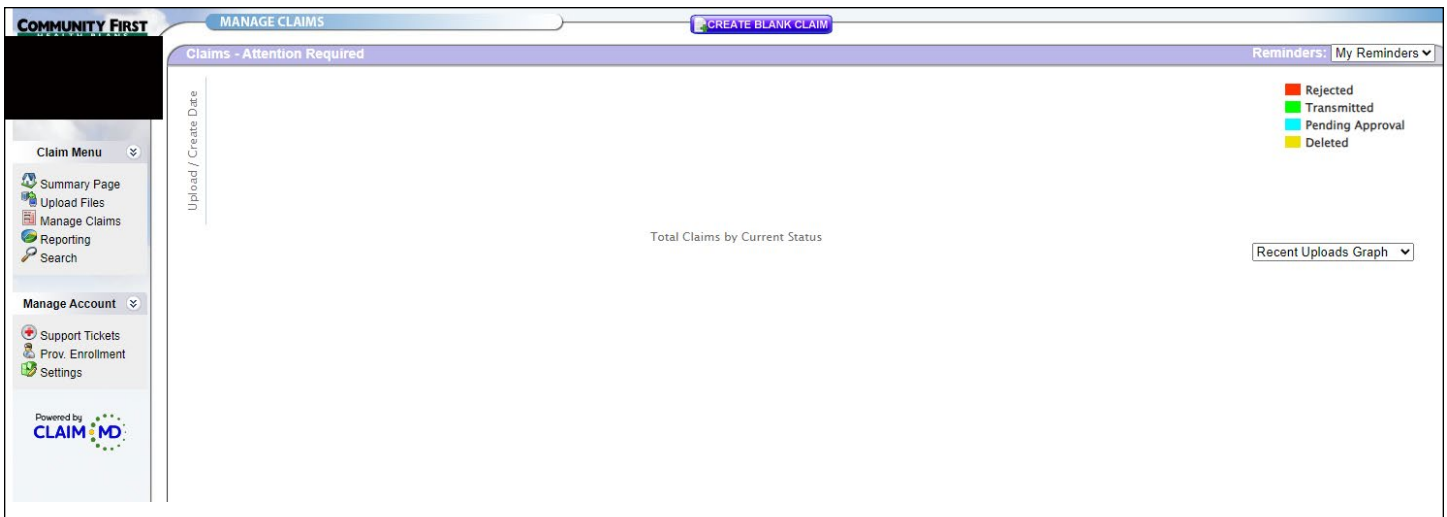


SUBMITTING CLAIMS

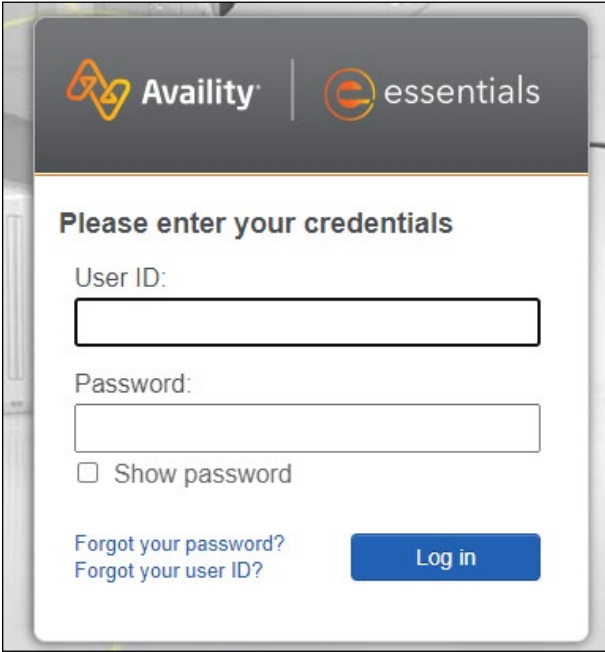
Claims can be submitted through the [Provider Portal](#) by navigating to the Resources tab and selecting **Availity** or **Claim MD**.



If you select **Claim MD**, click the drop-down arrow to choose the correct practice. You will then be directed to the Claim MD page.



If you select **Availity**, you will be directed to the Availity login page.



SEARCHING CLAIMS

CLAIM STATUS SEARCH

Claims can be searched by Date of Service →

Claims can be searched by Patient Information →

Claims can be searched by Provider or Group Information →

Claim Number

Date of Service To

Processed Date To

Last Name
 Member ID
 Patient Account Number

Patient

(ID Example - HP555555, HP444444)
(Medicare ID Example - 555555, 444444)

Provider

Group Name
 Group Tax ID
 Group NPI

Medical Group

Status Paid
 Pended
 Denied
 Submitted

← Claims can be searched by Claim Number

← Claims can be searched by Patient Information



On the claim status search page, you can search for claims using different criteria. **The easiest way to find a claim is to search by (1) the claim number and date of service (DOS)*, or (2) the Member's name or the Member ID number and the date of service.** It is not required to complete the other fields.

**If the DOS you are searching for is outside of the dates shown, you will need to adjust them or your search will not generate the proper information.*

Claim search results can be exported or printed. →

Export to Excel
 Export to PDF
 Print

CLAIM STATUS SEARCH CRITERIA

Date of Service: 02/08/24 To 02/15/24

Status: Paid & Pended & Denied & Submitted

CLAIM STATUS SEARCH RESULTS

View EOP	Claim Number	Status	Patient	Patient Account No.	DOS	Processed Date	Provider	Medical Group Name	Billed	Paid/Cap
View	[REDACTED]	Finalized/Payment	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$375.00	\$130.76
View	[REDACTED]	Finalized/Payment	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$500.00	\$118.80

↑
Claim number and claim status can be found here.

↑
Information on what was billed & what was paid can be found here.

Once you've searched for a claim(s), the **Claim Status page** will open. On this page, you can export your search results into an Excel or PDF file, as well as print it. You can also identify and view the EOP, claim number, claim details, and additional claim information.

For line-by-line claim status, click on the claim number and view the claim by each line item.

If the claim was denied, the patient name will show in **RED**. The Provider Portal will not generate an EOP for most denied claims. However, you can obtain the EOP from **PaySpan**.