ProviderInfoSource[®]



Provider User Guide

Payment Status

Chapter 6



ProviderInfoSource is an online tool that gives you and your staff immediate access to information pertinent to your practice

http://providerinfosource.healthlink.com

6.0 CLAIM STATUS

6.1 Overview

The Payment Status feature allows you to access payment status and payment information online.

Click the Payment Status tab to get started (Figure 1). By the end of this Payment Status section, you should be able to do the following:

a. Successfully retrieve the payment information for a patient.

6.2 How to Look Up Payment Status.

a. On *ProviderInfoSource*'s Secured Home Page, click the tab labeled Payment Status (Figure 1).



Figure 1. Payment Status–Home Page Link.



b. On the *Payment Status* tab, type in the Check Number and/or the Check Amount and click Submit (Figure 2).

Note: Please do not enter the \$ symbol or commas in the Check Amount (i.e., \$6,543.21 would be "6543.21").

Payment Stat	tus
Organization: 1234	56789
Check Number: Check Amount:	1234567 6543.21 ×
 Indicates a Requisition Note: payment his Submit Reset 	uired Field story is only available for the past twelve months.
Disclaimer: This w information in thos content on this we	web site does not contain complete terms, conditions, limitations and exclusions of all health care plans/programs offered by HealthLink or its affiliates. The se documents controls in all cases the information provided on this web site. HealthLink makes no warranties or representations as to the accuracy of the ab site and HealthLink assumes no liability or responsibility for any errors or omissions in the content on the site.

Figure 2. Payment Status–Search Selection.

- c. The *Payment Status* results screen (Figure 3) displays the Check Number, Check Date, Check Amount, Payee Name, Payee Street Address, City, State, and Zip Code.
- d. You can see remittance details by clicking the click the linked Check Number.

	Payment Status						
	Refine your search criteria						
Look up another payment							
	This page displays 1 to 1 of 1 results.						
Click the	Check Number 📥	Check Date 🔝	Check Amount 🔽	Payee	e Name 🔽		
Check Number	Steck Number	Check Date	Check Amount	Paye	e Name		
Check Number.	0123456	01/01/2015	\$6,543.21	AB	C HOSP		
		Payee Street Address	1	City	State	Zip Code	
		P O BOX 123456		SAINT LOUIS	MO	65432	
	Refine your search criteria						
	Look up another payment						
	Loon op unouror paymont						

Figure 3. Payment Status–Search Results.



- e. The Remit Check View window (Figure 4) displays details about the remittance. At the bottom of the window is a list of associated claims, including primary claims as well as provider level adjustments. The list is ordered from most recent claim to least recent claim.
- f. In the list, you can click each ID to see more information about each associated claim.

Notes: If the section is hidden, click the ricon to expand. The Total Check Amount in the Remit Check View is the total of all the Total Claim Paid Amounts in all the associated claims.

	Romit - Chock View			
	Kennt - Check View			
			Expand Al	1
	Please use the up and down arrows at the right to expand a	nd collapse the panes of information below.		
	Check Information		6	
	Check or EFT Trace:	0123456		
	Total Check Amount:	\$6,543.21		
	Check or EFT Issue Date:	01/01/2015		
	Transaction Type:	(C) Payment Accompanies Remittance Advice		
	Payment Method:	(CHK) Check		
	Payer Information		E	
	Payer Name:	ABC Payer		
	Payer Address 1:	P O BOX 123456		
	Payer City/State/Zip:	SAINT LOUIS, MO 65432		
	(2U) Payer Identification Number:	12345		
	(2U) Payer Identification Number:	12345		
	(EO) Submitter Identification Number:	1234567		
	(EO) Submitter Identification Number:	1234567		
	Payer Financial Information		E	
	Payer Financial ID Number:	1234567890		
	Payer (405) Production Date:	01/01/2015		
	Payee Financial Information		E	
	(EV) Receiver Identification Number:	123456789		
				Click to exp
	Remit Claim List		4	the section
k the claim ID	ID	Claim Control Number	Claim Status	
	0123456789	AB123456780	Processed as Primary	
	-0123456788	AB123456781	Reversal of Previous Payment	
	-0123456787	AB123456782	Processed as Primary	
	4			
	Powered by Z = Bystams			
		Copyright ©2012 Powered By: AXIOM Systems, Inc.		
	Figure 4.	Payment Status–Remit Ch	IECK VIEW.	



g. Clicking a linked ID will open the Remit Claim View window (Figure 5), which displays more details about each associated claim.

Remit - Claim View							
							Expand All
Please use the up and o	lown arrows at the rig	jht to expand and coll	apse the panes of infor	mation below.			
Patient / Subscriber Int	formation						
(00) D-tit	(QC)	Patient Name: DOE,	JANE				
(QC) Patient	(MI) Member Identific	cation Number: 12345	0678AUU				
Claim Remittance Info	rmation						
	Claim Status: (1) Processed as Primary Claim Control Number: AB123456780 Patient Account Number: 123456789 Claim Filing Indicator: (12) Preferred Provider Organization (PPO) Total Claim Charged Amount: \$200.00						
Service Line 1	I otal Claim	Paid Amount: \$100.	00				
Service Date	Revenue Code	Procedure Code	Procedure Modifier (s)	Service Quantity	Billed Procedure Code	Billed Procedure Modifier(s)	Billed Service Quantity
01/01/2015		300		1			
Service Line Charge A	mount:						\$200.00
Total Service Line Lev	el Adjustment Amount	t:					\$100.00
1: (CO) Contractual Oblig arrangement.	gations: (45) Charge exce	eeds fee schedule/maxim	ium allowable or contracte	d/legislated fee		\$100.00	
Total Service Line Paid	d Amount:						\$100.00
Total Amount Paid:							\$100.00
Informational Reimbursement Data These amounts are Informational only and do not influence the balancing of the remit (B6) Allowed - Actual: \$100.00 Additional Service Line Information							
Claim Remittance Deta	ail Information						۵
Claim Level Servic	e Provider						
(XX) Health Ca	Name: ABC HOSP (XX) Health Care Financing Administration National Provider Identifier: 1234567890						
Additional Claim Information							
	((050) Received: 01/01	/2015				
		Сору	rright ©2012 Powered	By: AXIOM Syste	ms, Inc.		





h. Following is an example of an adjustment (Figure 6).

Remit - Claim	View							« Previous
								Evened All
Please use the up and	Expand All						Expand All	
Patient / Subscriber In	formation							
	(QC)	Patient Name: DC	E, JANE					
(QC) Patien	t (MI) Member Identific	cation Number: 12	45678A00					
Claim Remittance Info	ormation							
		Claim Status: (22	Reversal of Previous Pa	yment				
	Patient Ac	count Number: AE	123456781					
	Claim F	Filing Indicator: (12) Preferred Provider Orga	nization (PPO)				
	Total Claim Ch	arged Amount: (\$2	0.00)					
	Total Claim	n Paid Amount: (\$1	0.00)					
Service Line 1								
Service Date	Revenue Code	Procedure Code	Procedure Modifier	Service Quantit	Billed Procedure	Billed	Procedure	Billed Service
01/01/2015		200	(5)	1	Code	IVIC	differ(s)	Quantity
Consiso Lizz Ober	Imount		1					(600.00)
Total Service Line Line Lev	vmount. /el Adjustment Amount	+						(\$20.00)
1: (OA) Other Adjustment	ts: 45) Charge exceeds fe	e schedule/maximum	allowable or contracted/legi	slated fee		\$10.00		010.00
Total Service Line Pai	d Amount:							(\$10.00)
Total Amount Paid:								(\$10.00)
Service Line Detail Inf	formation 1							
Informational Rein	nbursement Data							
These amounts are info	ormational only and do no	ot influence the baland	ing of the remit					
	(B6) Al	llowed - Actual: (\$*	0.00)					
	(6R) Provider C	ontrol Number: 1						
Claim Remittance Det	tail Information							
Claim Level Servio	ce Provider							
		Name: AE	IC HOSP					
(XX) Health C	are Financing Adminis	tration National	34567890					
Additional Claim Information								
(050) Received: 01/01/2015								
Banriad Claim Information								
(9C) Adjusted Repriced Claim Reference Number: AB123456782								
Powered by	IOM Systems							
		C	ppyright ©2012 Powered	d By: AXIOM Syste	ms, Inc.			

Figure 6. Payment Status-Remit Claim View (Adjustment).



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6.3 Field Descriptions

Following are descriptions of the fields that are displayed in the PaymentStatus windows.

a. Fields – Search Selection (Figure 7)

Payment Status
Organization: 123456789
Check Number: 1234567 Check Amount: (6543.21 x)
» Indicates a Required Field Note: payment history is only available for the past twelve months. Submit Reset
Disclaimer: This web site does not contain complete terms, conditions, limitations and exclusions of all health care plans/programs offered by HealthLink or its affiliates. The information in those documents controls in all cases the information provided on this web site. HealthLink makes no warranties or representations as to the accuracy of the content on this web site and HealthLink assumes no liability or responsibility for any errors or omissions in the content on the site.

Figure 7. Payment Status–Search Selection Fields.

Table 1. Payment Status–Search Selection Fields.			
Field	Description		
Check Number	The number of the payment sent to the payee.		
Check Amount	The amount of the payment.		

b. Fields – Search Results (Figure 8)

Refine your	search criteria						
LOOK UP AN This page c	other payment displays 1 to 1 of 1 results.						
	Check Number 🔺	Check Date 🔽	Check Amount 🔽	Paye	e Name 🔻		
8	Check Number	Check Date	Check Amount	Pay	vee Name		
	0123456	01/01/2015	\$6,543.21	A	BC HOSP		
Payee Street Address City State Zip Code P 0 B0X 123456 SAINT LOUIS MO 65432							
Refine your	search criteria						
Look up another payment							

Figure 8. Payment Status-Search Results Fields.

Table 2. Payment Status–Search Results Fields.

Field	Description
Check Number	The number of the payment sent to the provider.
Check Date	The date the payment was issued.
	*Future Check Dates represent estimated payment dates.
	*Past Check Dates represent actual payment dates.
Check Amount	The amount of the payment.
Payee Name	The entity receiving payment (Organization Name or Last Name, First Name).
Payee Street	The street address of the payee.
Address	
City	The ciy of the payee.
State	The state (abbreviated) of the payee.
Zip Code	The zip code of the payee.

c. Fields – <u>Remit Check View</u> (Figure 9)

Remit - Check View					
		Expand All			
Please use the up and down arrows at the right to expand and collapse the panes of information below.					
Check Information		•			
Check or EFT Trace:	0123456				
Total Check Amount:	\$6,543.21				
Check or EFT Issue Date:	01/01/2015				
Transaction Type:	(C) Payment Accompanies Remittance Advice				
Payment Method:	(CHK) Check				
Payer Information		۵			
Payer Name:	ABC Payer				
Payer Address 1:	Payer Address 1: P 0 BOX 123456				
Payer City/State/Zip:	SAINT LOUIS, MO 65432				
(2U) Payer Identification Number:	umber: 12345				
(2U) Payer Identification Number:	12345				
(EO) Submitter Identification Number:	1234567				
(EO) Submitter Identification Number:	1234567				
Payer Financial Information		5			
Payer Financial ID Number:	1234567890				
Payer (405) Production Date:	01/01/2015				
Payee Financial Information		5			
(EV) Receiver Identification Number:	123456789				
Remit Claim List		۵			
ID	Claim Control Number	Claim Status			
-0123456789	AB123456780	Processed as Primary			
-0123456788	AB123456781	Reversal of Previous Payment			
-0123456787	AB123456782	Processed as Primary			

Figure 9. Payment Status–Remit Check View Fields.

Table 3. Pavme	ent Status-	-Remit Che	eck View	Fields.
----------------	-------------	------------	----------	---------

	. Tayment otatus-itemit oncer view rields.			
Field	Description			
Check or EFT Trace	The number of the payment sent to the provider.			
Total Check Amount	The total amount of the payment, including all the paid amounts in all			
	the associated claims.			
Check or EFT Issue Date	The date the payment was issued.			
	*Future Check Dates represent estimated payment dates.			
	*Past Check Dates represent actual payment dates.			
Transaction Type	A description of the transaction (i.e., "Payment Accompanies			
	Remittance Advice").			
Payment Method	The type of payment (i.e., "Check").			
Payer Name	The names of the payer.			
Payer Address	The street address of the payer.			
Payer City/State/Zip	The city, state, and zip code of the payer.			
Payer Identification Number	The five character identification number of the payer.			
Submitter Identification Number	The seven character identification number of the person or entity who			
	submitted the payment.			
Payer Financial ID Number	The ten character financial identification number of the payer.			
Payer Production Date	The date the payer's production system issued the payment.			
Receiver Identification Number	The nine character financial identification number of the payee.			
ID	HealthLink's internal number used to identify each claim associated			
	with the payment.			
Claim Control Number	HealthLink's unique claim number.			
Claim Status	Shows the state of the claim. Values include:			
	Processed as Primary – Handled as a new claim.			
	Reversal of Previous Payment – Claim has been adjusted to address			
	a previous payment.			

d. Fields – <u>Remit Claim View</u> (Figure 10)

Remit - Claim View 《Previous							« Previous
							Expand All
Please use the up and	down arrows at the rig	jht to expand and co	llapse the panes of infor	mation below.			Expand An
Patient / Subscriber Information							
(QC) Patient Name: DOE, JANE							
(QC) Patient (MI) Member Identification Number: 12345678A00							
Claim Remittance Info	ormation						
Claim Status: (1) Processed as Primary							
Claim Control Number: AB123456780							
Patient Account Number: 123456789 Claim Filing Indicator: (12) Preferred Provider Organization (PPO)							
	Total Claim Ch	arged Amount: \$200	0.00				
	Total Claim	Paid Amount: \$100	0.00				
Service Line 1							
Service Date	Revenue Code	Procedure Code	Procedure Modifier	Service Quantity	Billed Procedure	Billed Procedure	Billed Service
01/01/2015		300	(S)	1	Code	Modifier(s)	Quantity
Service Line Charge	Amount		1		-		\$200.00
Service Line Crage Varianti. \$200.00 Total Service Line Level Adjustment Amount \$100.00							
1: (CO) Contractual Obl	ligations: (45) Charge exc	eeds fee schedule/maxi	mum allowable or contracte	ed/legislated fee		\$100.00	
arrangement.							\$100.00
	a, mount.						• • • • • •
Total Amount Paid:							\$100.00
Service Line Detail In	formation 1						
Informational Reir	nbursement Data						
These amounts are info	ormational only and do no	ot influence the balancin	ng of the remit				
	(B6) Al	llowed - Actual: \$10	0.00				
Additional Service	e Line Information						
	(OR) FIOVIDEI C	onuor Number. T					
Claim Remittance De	tail Information						
							_
Claim Level Servio	ce Provider						
		Name: ABC	CHOSP				
(XX) Health Care Financing Administration National Provider Identifier			1234567890				
Additional Claim I	nformation						
		050) Dana' - 1 6 10	410045				
	(ubu) Received: 01/0	1/2015				

Figure 10. Payment Status-Remit Claim View Fields.

0	,				
Table 4. Payment Status–Remit Claim View Fields.					
Field	Description				
Patient Name	The patient's name (Last Name, First Name).				
Patient Member	The patient's identification number assigned by HealthLink.				
Identification Number					
Claim Status	Shows the state of the claim. Values include:				
	Processed as Primary – Handled as a new claim.				
	Reversal of Previous Payment – Claim has been adjusted to address				
	a previous payment.				
HealthLink Claim Number	HealthLink's unique claim number.				
Patient Account Number	The patient's account number assigned by HealthLink.				
Claim Filing Indicator	The product or line of business under which the claim was filed.				
Total Claim Charged	The total amount that was charged on the claim.				

 Amount
 Total Claim Paid Amount
 The total amount that was paid by the payer on the claim.

 Service Line
 Detailed information about each service line on the claim, including



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	details such as Service Date, Revenue Code, Procedure Code,			
	Procedure Modifier, Service Quantity, as well as charge amounts and			
	paid amounts for the service line.			
Service Line Detail	For each service line, a separate section lists additional service line			
Information	information.			
Claim Remittance Detail	Claim-level information, including the provider's Name, National Provider			
Information	Identifier (NPI), and the date the claim was received.			

6.4 Frequently Asked Questions (FAQ)

If you were not able to complete a Payment Status task, this Frequently Asked Questions (FAQ) section offers you assistance. This section describes possible scenarios in which you may not be able to complete a task, along with the solutions to those scenarios.

Question:

What if no payments are found? When I am performing a Payment Status inquiry, no payments are found. Our office has submitted claims to HealthLink within the dates I specified. What could be wrong? (Figure 11).



Figure 11. Payment Status-No Claims Found.

Answer:

If the Payment Status inquiry window displays no payments found, first verify the check number is correct. Next, check the State of Illinois provider reimbursement schedule, as it may be possible that the payment has not yet been released to the provider at this time.

Question:

What if the payment I am viewing has incorrect information?

Answer:

If you believe the payment you are viewing is not correct, please contact Customer Service at **800-624-2356**.

