ProviderInfoSource®

Provider User Guide

My Requests

Chapter 7

HealthLink®

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

http://providerinfosource.healthlink.com

7.0   MY REQUESTS

7.1   Overview

My Requests keeps track of current claim status or patient eligibility requests you submit to the Payor and both unviewed and viewed responses received from the Payor.

7.2   How to View a Request

a. On the Secured Home Page, find the **My Requests** window (Figure 1), and click any of the three headings: Pending Requests, Unviewed Requests, Viewed Requests. The My Requests window will expand, so that each record becomes a clickable link.
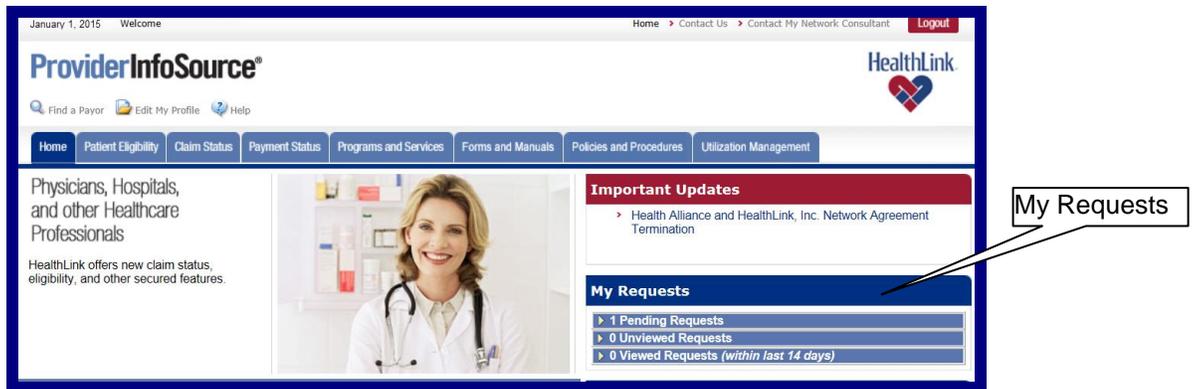

Figure 1. My Requests–Secured Home Page.

b. When *ProviderInfoSource* expands the My Requests window, click your linked request (Figure 2).

Figure 2. My Requests–Requests Expanded.

c. Claim Status – If you clicked a claim status request, *ProviderInfoSource* opens the following window (Figure 3). You can view additional details by clicking the HealthLink Claim Number.

Claim Status

The table below contains a summary of your recent claim status requests. The table may show any of the following: claim status inquiries that are pending payor response, inquiries to which the payor has responded but the response has not been viewed, and inquiries where the payor response has been viewed within the past 14 days. For the claim details click on the HealthLink Claim Number. For the Payor pricing sheet click on the Adobe PDF icon next to the HealthLink Claim Number. The data will be displayed in a pop up window. Click the column heading arrows to sort.

Look up another claim

This page displays 1 to 1 of 1 requests.   🖨 Print displayed results

Claim Inquiry Send/Received	HealthLink Claim Number	Status	Patient Name	Provider Name	Provider TIN	Date of Service
	E123456789 📄	Repriced and Sent to Payer	Doe, Jane	Doe, Jennifer	123456789	01/01/2015
01/01/2015 / 01/01/2015	Billed Amount	Allowed Amount	Payor	Claim Submitted to Payor	Payor Claim Number	Paid Amount	Check Number	Check Date
	$123.00	$100.00	ABC Payor	01/01/2015				

Figure 3. My Requests–Claim Status.

d. Eligibility – If you clicked an eligibility request *ProviderInfoSource* opens the following window (Figure 4). You can view additional details by clicking the View eligibility status detail report link.

> **Note:** This example is for a Payor who is participating with *ProviderInfoSource* for HIPAA 5010 transactions. If the Payor is participating for HIPAA 4010 transactions, click the patient's name instead).

Patient Lookup

The table below contains a summary of your recent eligibility inquiries. The table may show any of the following: eligibility inquiries that are pending payor response, inquiries to which the payor has responded but the response has not been viewed, and inquiries where the payor response has been viewed within the past 14 days.

Click on the patient's name to view eligibility details. The data will be displayed in a pop-up window.

This page displays 1 to 1 of 1 requests.   🖨 Print displayed results

Eligibility Inquiry Sent / Received	Patient's Name	Patient's Date of Birth	Relationship to Subscriber	Group Number	Subscriber's Name	Provider	Date of Service
	Doe, Jane	07/04/1976	Self		Doe, Jane	ABC Provider	02/09/2009
01/27/2011 / 01/28/2011	Subscriber SSN	HealthLink's Subscriber #	Payor's Subscriber #		Status		Payor
	012-34-5678	123456789A	A12345678		View the eligibility status detail report		ABC Health

Figure 4. My Requests–Eligibility.

7.3   Field Descriptions

Following are descriptions of the fields displayed in the My Requests windows.

a. Fields – <u>My Requests</u> (Figure 5)

Figure 5. My Requests–Requests Fields.

Table 1. My Requests–Requests Fields.

Value	Description
Pending	Requests that have been submitted to the Payor and are pending information from the Payor.
Unviewed	Responses from the Payor that you have not yet viewed. This is information the Payor provided back to *ProviderInfoSource* for your review. Unviewed responses are retained within My Requests for 30 days.
Viewed	Responses that you have previously viewed. Viewed requests are available in My Requests for 14 days. You may print the Payor Responses for your records.

7.4   Frequently Asked Questions (FAQ)

If you were not able to complete a My Requests task, this section describes possible scenarios and solutions.

Question:
How do I view My Previous Inquiries? I need to refer to a previous Payor response to obtain information. How do I view previous claim status or patient eligibility responses that I submitted?

Answer:
There are several ways to view your previous inquiries. From the Secured Home Page, click either the Claim Status or Patient Eligibility tab, and then click *My Previous Inquiries*. The My Previous Inquiries window displays (Figure 6).

Figure 6. My Requests–Pending Eligibility Request.

Question:

How long are Claims Status and Patient Eligibility Responses kept on *ProviderInfoSource* and where in *ProviderInfoSource* are they kept?

Answer:

- Requests pending a Payor response are available in My Requests for 30 days.

- Unviewed responses from Payors are available in My Requests for 30 days.

- Viewed responses from Payors are available in My Requests for 14 days.

- For your convenience, when viewing a previous claim inquiry or patient eligibility response, you have the option to print the responses for your records.