ProviderInfoSource®

Provider User Guide

Payment Status

Chapter 6

HealthLink®

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”).

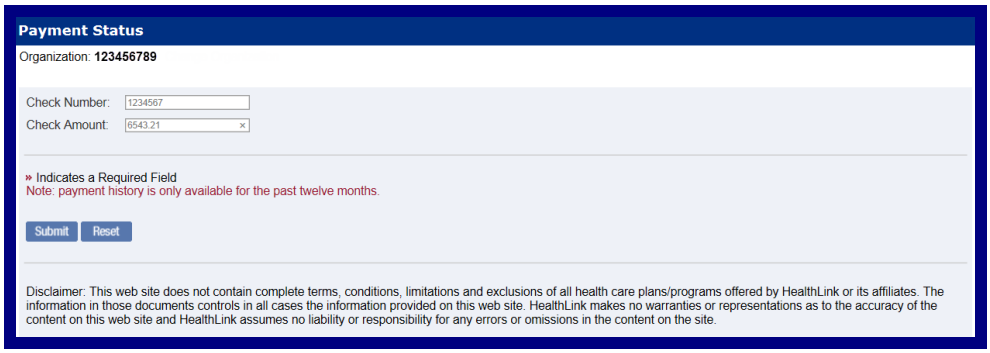
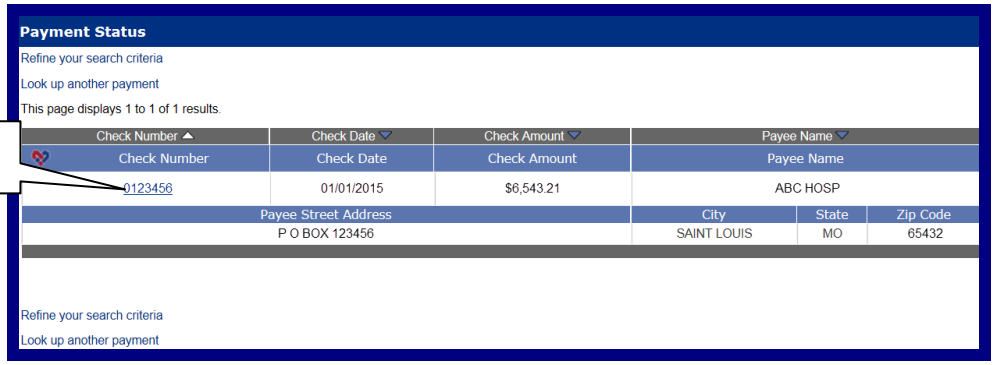


Figure 2. Payment Status–Search Selection.

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.



Click the Check Number.

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 icon 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.

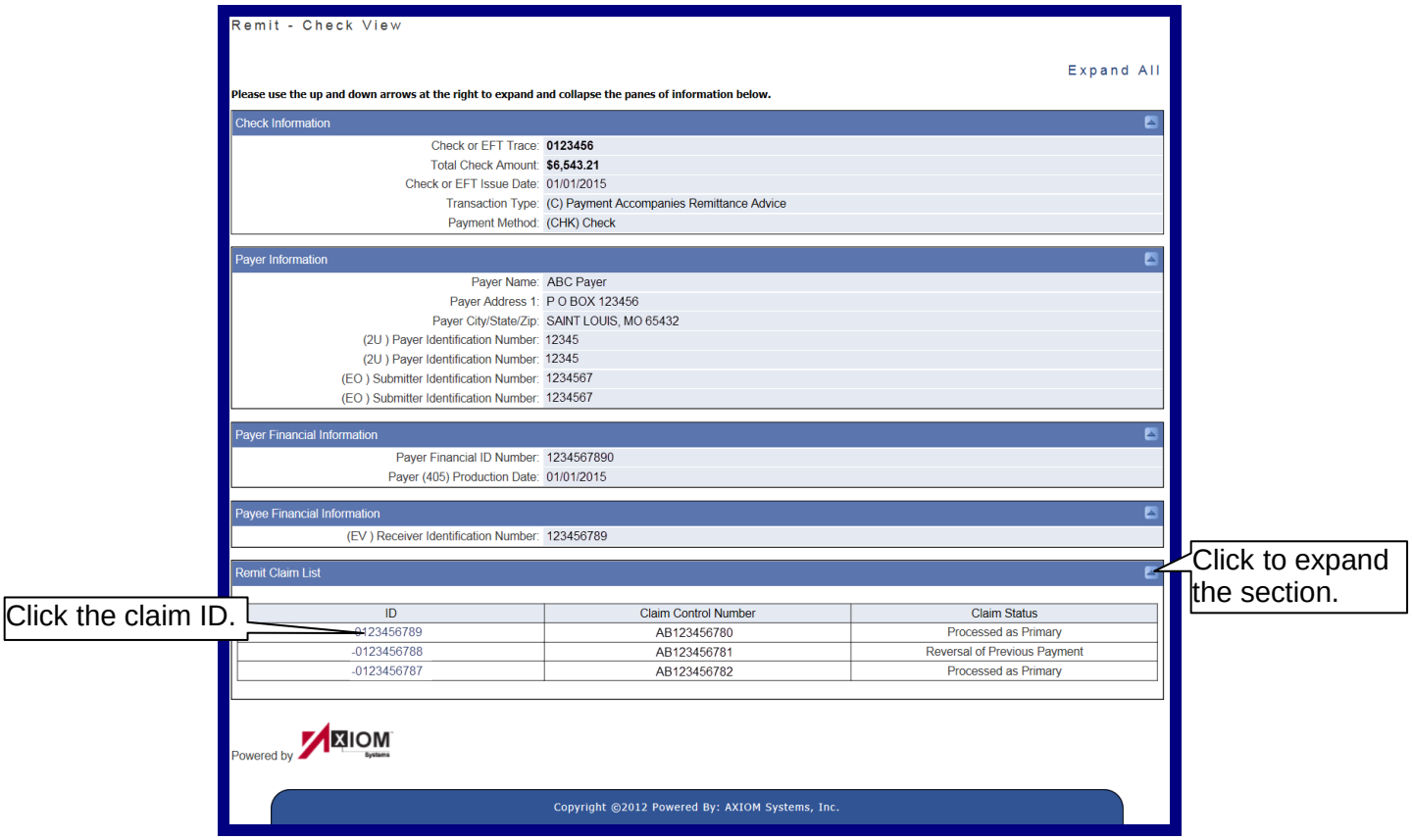


Figure 4. Payment Status–Remit Check View.

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

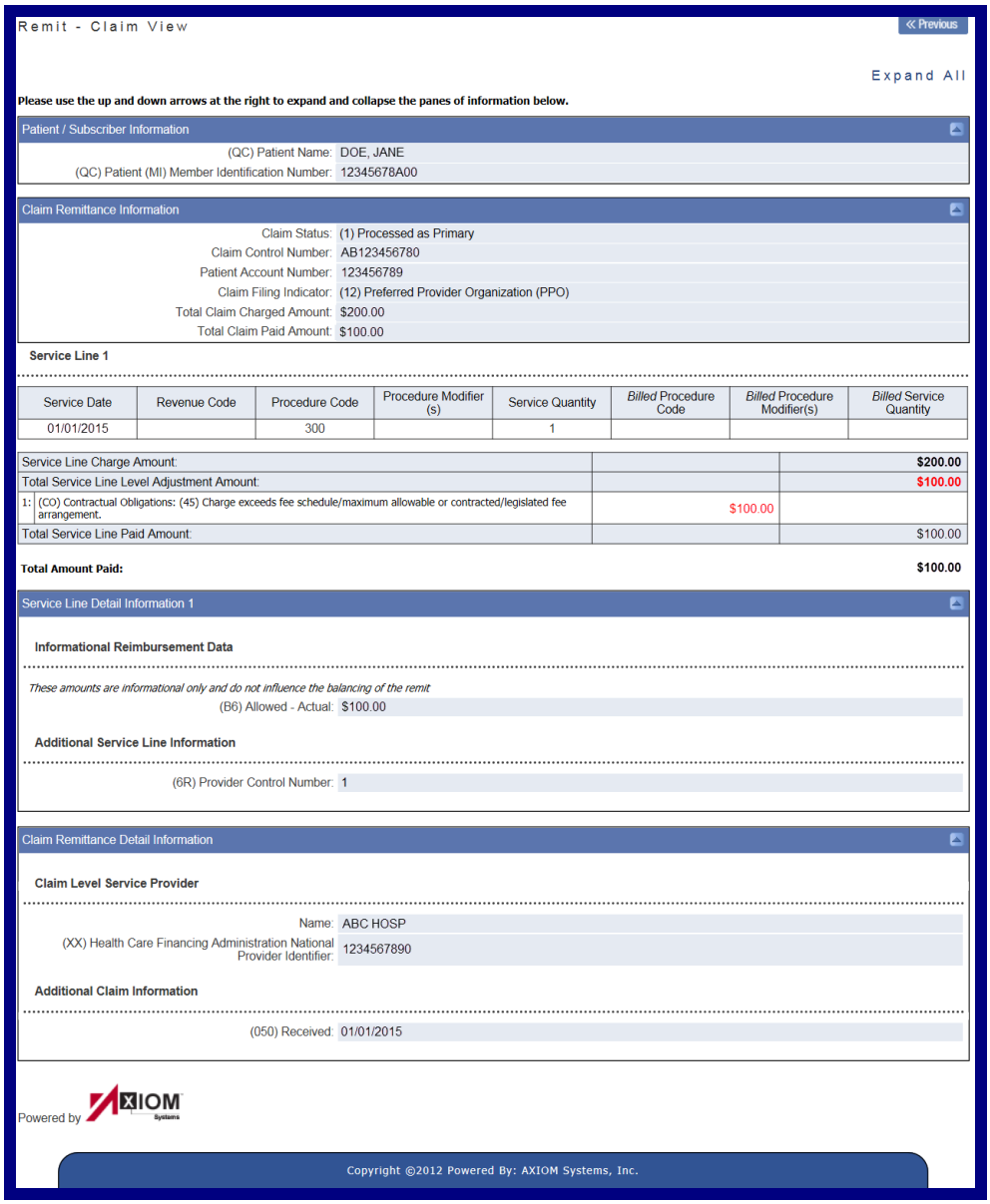
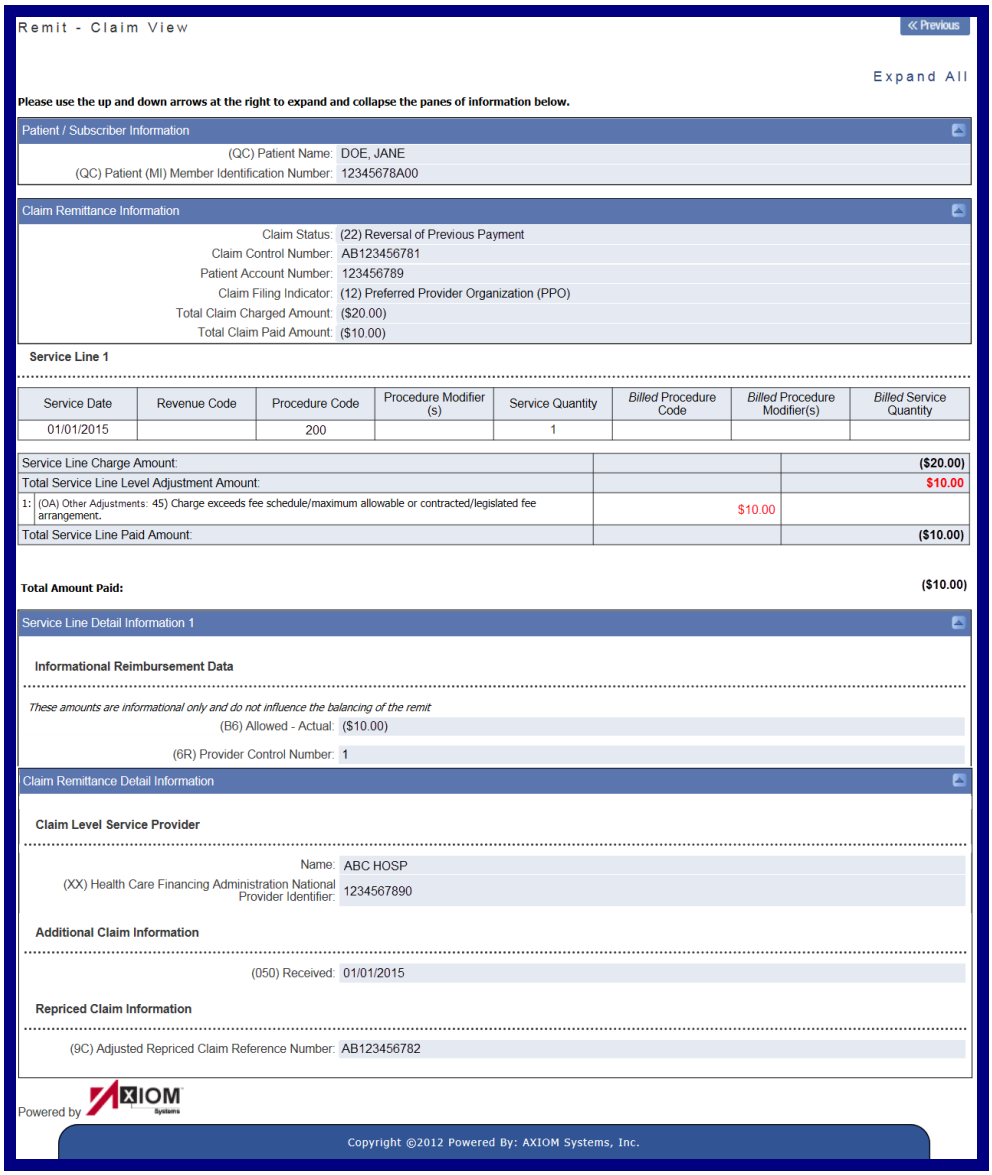


Figure 5. Payment Status–Remit Claim View (Primary).

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



Remit - Claim View

« Previous

Expand All

Please use the up and down arrows at the right to expand and collapse the panes of information below.

Patient / Subscriber Information

(QC) Patient Name:	DOE, JANE
(QC) Patient (MI) Member Identification Number:	12345678A00

Claim Remittance Information

Claim Status:	(22) Reversal of Previous Payment
Claim Control Number:	AB123456781
Patient Account Number:	123456789
Claim Filing Indicator:	(12) Preferred Provider Organization (PPO)
Total Claim Charged Amount:	($20.00)
Total Claim Paid Amount:	($10.00)

Service Line 1

Service Date	Revenue Code	Procedure Code	Procedure Modifier (s)	Service Quantity	*Billed* Procedure Code	*Billed* Procedure Modifier(s)	*Billed* Service Quantity
01/01/2015		200		1			

Service Line Charge Amount:		**($20.00)**
Total Service Line Level Adjustment Amount:		**$10.00**
1: (OA) Other Adjustments: 45) Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement.	$10.00	
Total Service Line Paid Amount:		**($10.00)**

Total Amount Paid: **($10.00)**

Service Line Detail Information 1

Informational Reimbursement Data

These amounts are informational only and do not influence the balancing of the remit

(B6) Allowed - Actual:	($10.00)
(6R) Provider Control Number:	1

Claim Remittance Detail Information

Claim Level Service Provider

Name:	ABC HOSP
(XX) Health Care Financing Administration National Provider Identifier:	1234567890

Additional Claim Information

(050) Received:	01/01/2015

Repriced Claim Information

(9C) Adjusted Repriced Claim Reference Number:	AB123456782

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

6.3 Field Descriptions

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

a. Fields – Search Selection (Figure 7)

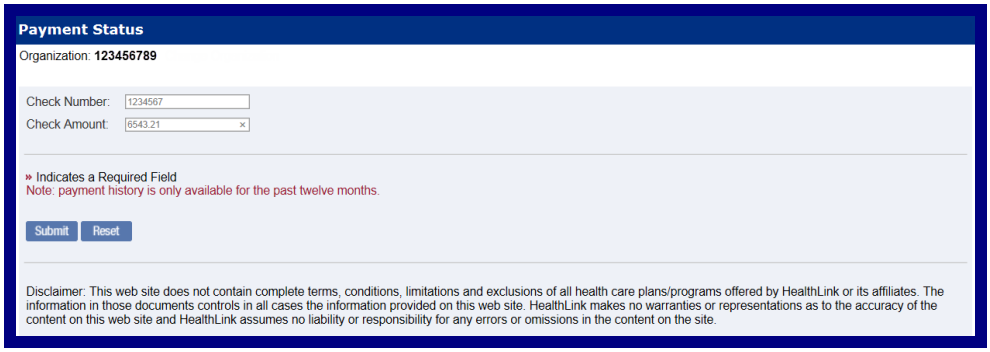

Figure 7. Payment Status–Search Selection Fields.

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)

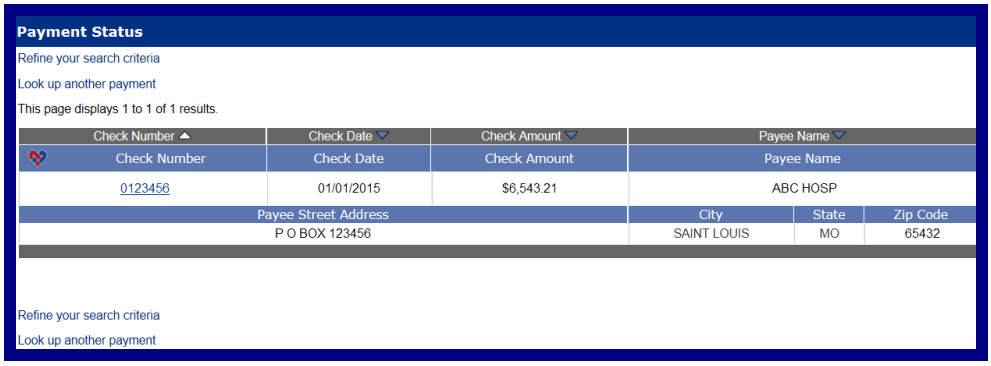

Figure 8. Payment Status–Search Results Fields.

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 Address	The street address of the payee.
City	The ciy of the payee.
State	The state (abbreviated) of the payee.
Zip Code	The zip code of the payee.

c. Fields – Remit Check View (Figure 9)

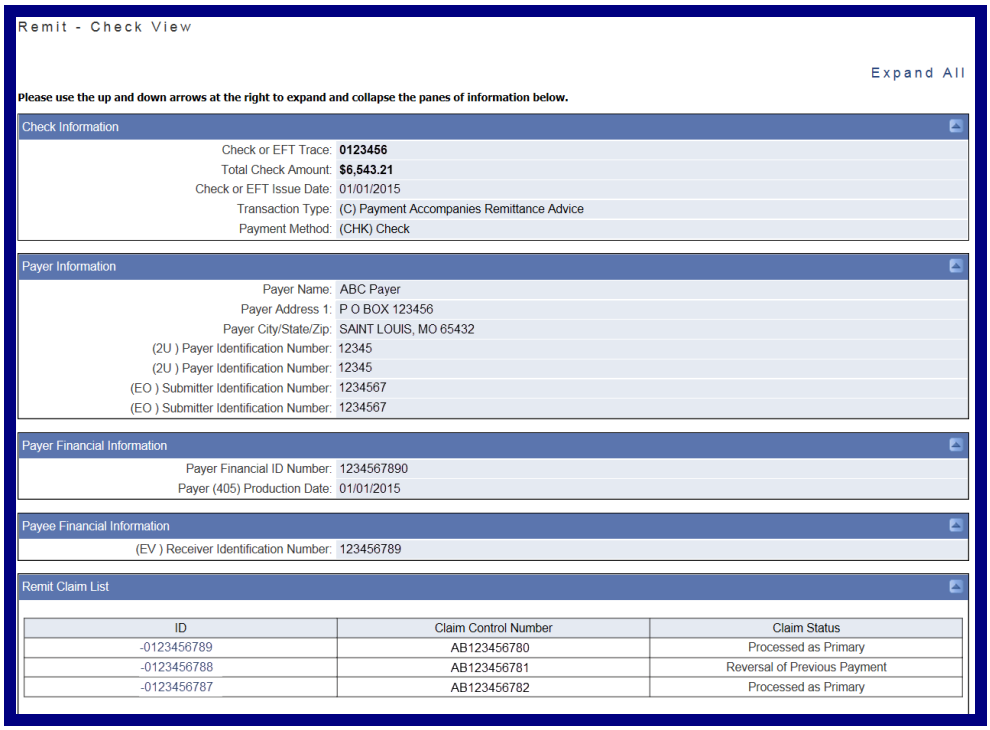

Figure 9. Payment Status–Remit Check View Fields.

Table 3. Payment Status–Remit Check View Fields.

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 – Remit Claim View (Figure 10)

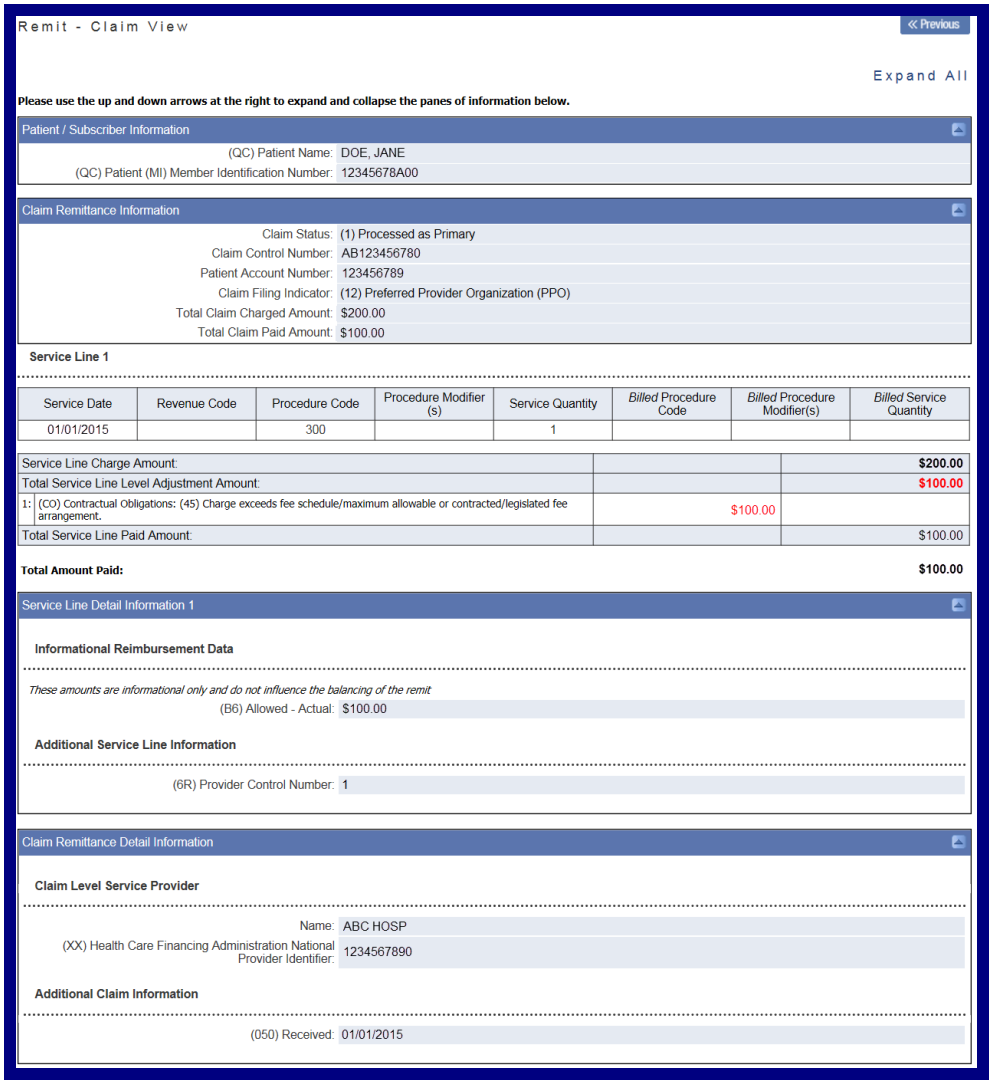

Figure 10. Payment Status–Remit Claim View Fields.

Table 4. Payment Status–Remit Claim View Fields.

Field	Description
Patient Name	The patient's name (**Last Name**, **First Name**).
Patient Member Identification Number	The patient's identification number assigned by HealthLink.
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 Amount	The total amount that was charged on the claim.
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

	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 Information	For each service line, a separate section lists additional service line information.
Claim Remittance Detail Information	Claim-level information, including the provider's Name, National Provider 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).

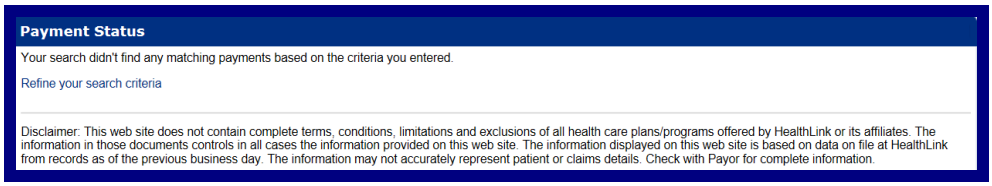

Figure 11. Payment Status–No Claims Found.

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**.