Claims History
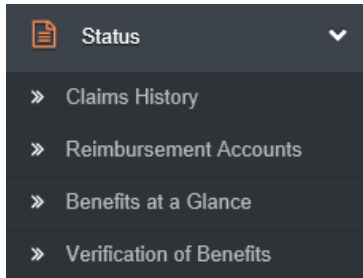
Use Claims History to view Health, RA, FSA, and Disability, claim information; notes; Call Tracking entries; Chat Transcripts; and to display and/or print Explanation of Benefit (EOB) statements, VOBs, letters, forms, etc.
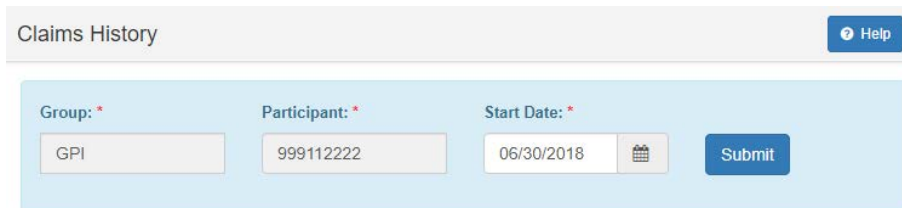

Navigation menus are displayed in the left frame of each full-size web page.

Mobile users can click the menu icon, , to open the navigation menu.
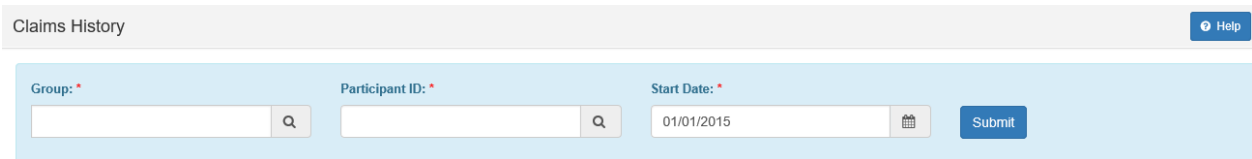
Access the Claims History module by selecting the **Status** menu and then **Claims History**.

In the initial **Claims History** window, most members will only need to accept the default **Start Date** or enter a new one and click **Submit** since their group and participant ID will be provided automatically.

For **Start Date**, enter any date in order to see items that were entered into Claims History on or after that date. For help entering a date, see "Using the Calendar" below.

For users with access to multiple groups and/or members, enter the desired group and participant ID in the blue search bar and change the **Start Date** before clicking **Submit**. If you need help, see "Group Search", "Participant Search", and "Using the Calendar" below.

Claims History

After you click **Submit**, Claims History by default, shows all of the information for the participant that was entered on or after the Start Date.

The gray claimant panel in the middle of the Claims History page shows information that identifies the participant while the gray panel at the bottom of the page shows the first 10 entries (claims, notes, VOBs, letters, etc.) for the participant.

To access information for a dependent, select the spouse or a child by name from the **Claimant** dropdown list in the gray claimant panel in the middle of the page. The page will refresh, and then the gray panel at the bottom of the page will show the first 10 entries (claims, notes, VOBs, letters, etc.) for the dependent.

The detailed entries for the member are presented in a sortable table. Click on a column header to sort the entries by that column from low to high or high to low.

Use the navigation buttons in the blue **Filter Claims Data** box to view the next or previous page of entries or to jump to the first or last page of entries. Use **Entries Per Page** to change the number of entries presented on each page.

Claims History

Type a value into the **Search** textbox, without tapping Enter, to show only the records that contain data that matches the value entered. The search entry is not case sensitive. For example, if you enter "Claim" you will see rows that include "**Claim**", "**CLAIM**ANT", etc. If you type "RA" you will find "**RA** Claim" entries and "GENE**RA**L" entries. If you type "RA Claim" you will find "**RA Claim**" and "MED **Claim**" entries because it searches for both terms.

After you have looked up a member, in the detailed list, you will first see all of the records "closed up".

Date	Type	Description	Provider	ServiceDt	Charge$	Status	Pay	Diag	ServiceCd
⊕ 09/24/2013	Notes	Printed letter:CLAIMANT CLAIM ACKNOWLEDGE 201309241688							
⊕ 09/24/2013	Notes	Printed letter:CLAIMANT CLAIM ACKNOWLEDGE 201309241690							
⊕ 01/03/2014	RA Claim	RA : 20140619000302		01/03/2014-01/03/2014	2.00	Reviewed & Waiting to be Paid	.00		
⊕ 02/01/2014	Medical Claim	Claim:201407010023-01	ORACLE TABLE *ATRIUM HE	02/01/2014-02/01/2014	300.00	Pending Examiner Review			
⊕ 03/02/2014	Medical Claim	Claim:201405280002-01	ORACLE TABLE *ATRIUM HE	03/02/2014-03/02/2014	140.00	Pending Claimant Information			
⊕ 04/01/2014	RA Claim	RA : 20140619000301		04/01/2014-04/01/2014	4.00	Reviewed & Waiting to be Paid	.00		
⊕ 04/01/2014	RA Claim	RA : 20140619000303		04/01/2014-04/01/2014	3.00	Reviewed & Waiting to be Paid	.00		
⊕ 05/08/2014	Medical Claim	Claim:201405140008-01	ORACLE TABLE *ATRIUM HE	05/08/2014-05/09/2014	952.56	Payment Pending		Pathological fracture, unspecified	
⊕ 05/08/2014	Medical Claim	Claim:201405140013-01	ORACLE TABLE *ATRIUM HE	05/08/2014-05/09/2014	877.38	Pending Claimant Information		Pathological fracture, unspecified	
⊕ 05/08/2014	Medical Claim	Claim:201405140013-02	ORACLE TABLE *ATRIUM HE	05/08/2014-05/09/2014	42.50	Pending Claimant Information		Pathological fracture, unspecified	

Claims History

For claim and letter entries, click on the blue plus sign next to the date to "open" the record to view additional claim information as well as a button to open a letter or a claimant/provider EOB. Below we show the 9/24/2019 printed acknowledgement letter with the **Display Letter** button and the 2/1/2014 Medical claim with the **Display Claimant EOB** and **Display Provider EOB** buttons. Click the minus sign to close the record again.

Date ↓↑	Type ↓↑	Description ↓↑	Provider ↓↑	ServiceDt ↓↑	Charge$ ↓↑	Status ↓↑	Pay ↓↑	Diag ↓↑	ServiceCd ↓↑
⊕ 09/24/2013	Notes	Printed letter:CLAIMANT CLAIM ACKNOWLEDGE 201309241688							
⊖ 09/24/2013	Notes	Printed letter:CLAIMANT CLAIM ACKNOWLEDGE 201309241690							
Check#									
Service									
PayTo									
Pay Date									
Claimant EOB									
Provider EOB									
Letter		Display Letter							
⊕ 01/03/2014	RA Claim	RA : 20140619000302		01/03/2014-01/03/2014	2.00	Reviewed & Waiting to be Paid	.00		
⊖ 02/01/2014	Medical Claim	Claim:201407010023-01	ORACLE TABLE *ATRIUM HE	02/01/2014-02/01/2014	300.00	Pending Examiner Review			
Check#									
Service		OFFICE OUTPATIENT VISIT 40 MINUT Chg							
PayTo									
Pay Date									
Claimant EOB		Display Claimant EOB							
Provider EOB		Display Provider EOB							
Letter									

Accumulators. In the gray Claimant box in the middle of the page, by selecting a value from the **Accumulators** dropdown list, some users may be able to view benefit accumulator information available for the claimant family's medical, dental, vision, and/or hearing plans.

Accumulators:

```
Medical                              ▼
```

Current Medical Plan Accumulators   X

Benefit Description	Out of Network	PPO Benefits
Co Pay		
Family Deductible		
Individual Deductible		
YTD Deductible Met	$.00	N/A
PPO DED	$.00	$.00
Annual Maximums		
Annual Maximums Paid Year-to-Date		
Coins. on covered Type 1 cha		
Coins. on covered Type 2 cha		
Family Out of Pocket Limit	$2,000.00	$800.00
Individual Out of Pocket Lim	$1,000.00	$400.00

Please note that this VOB is not a guarantee of Benefits. It is only intended

to provide a general summary of the benefits available under this plan.

Template: vob.ini

Group Search. Click the magnifying glass icon next to **Group** to access a list of groups by name and ID. The list can be sorted by clicking the column headings. You can also refine the list using the **Search** field, and navigate through the list using the navigation buttons. When you have found the desired group in the list, click on it to populate the **Group** field.

Refine Group Search Results		X
Search	**Showing 1 to 15 of 993 entries**	
	« First ‹ Prev Next › Last »	

Group Name ↓↑	Group ID ↓↑
DEMO	TGSDEMO
DEMO CEW GROUP	CEW
01012010	SA
0120	0120

Participant Search. Click the magnifying glass icon next to **Participant** to access the participant (member) search fields. You can search for participants by ID, group, name, state, or date of birth. The **Group ID** field might already be populated.

Note that if you search by **First Name** you must also include at least three positions of **Last Name**. If you search by **Date of Birth**, you must also include the **Group ID** and at least three positions of **Last Name**. But you can search by **Last Name** only or with a partial **Participant ID** only.

Search for a Participant		X
Participant ID:	**Group ID:**	
	CEW	
Last Name:	**First Name:**	
State ID:	**Date of Birth:**	
		🗓
Search		

Once selection criteria have been entered, click **Search** to list all matching participants. You can refine the resulting list using the **Search** field, and navigate through the list using the navigation buttons. When you have found the desired participant in the list, click on it to populate the **Group** and **Participant** fields on the main page.

Claims History

Refine Participant Search Results

Search

Showing 1 to 10 of 101 entries

« First   ‹ Prev   Next ›   Last »

X

Participant Name	Participant ID	Date of Birth	Group ID
ANDERSON, KATHY	123000149	01/01/1970	CEW
BAILEY, CRAIG	123000195	04/01/1960	CEW
BAILEY, SARAH	123000015	05/01/1968	CEW
BAKER, PAM	123000002	05/01/1970	CEW

Using the Calendar. To assist in selecting a date, interactive calendars are available in date fields. You can use mouse and/or keyboard functions to navigate through the calendar.

To work with the calendar using the mouse, begin by clicking the calendar icon. To scroll through the months, click the left or right arrows in the calendar header. To change years and/or month, click the month/year heading (e.g., October, 2019), click the left or right arrows to change the year, and select a new month. At any time, click on a day to enter it into the date field.

To work with the calendar using the keyboard, tab to a date field, then tap ESC to open the calendar. To change days, tap the left or right arrow keys. To change weeks, tap the up or down arrow keys. To scroll to the same day in another month, hold down the SHIFT key while you tap the left or right arrow keys. To scroll to the same month and day in another year, hold down the CTRL key and tap the up or down arrow keys. After highlighting the desired day, tap ENTER to enter it into the date field.

You can also skip the calendar and simply type in a date in the MM/DD/YYYY format or in the format indicated on the date field.

Start Date: *

06/01/2019   📅   Submit

« June 2019 »

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Today