Benefits

• 24-hour updates/access
• All claim inquiry instead of only those in a final status
• Easy to use
• Detailed claim information including history of claim submissions
• Import multiple requests
• Export multiple requests
Access

• Non Contracted providers and billing services, use the URL https://claimstatuslookup.com/ClaimInquiry.aspx

• Contracted provider offices should use claim status lookup via APP PRO website: https://app.advocatehealth.com

• Username and password are required.

Questions/Information: Contact APP Resolution Center at 847-298-6000.
Requirements

• 9-digit member id (as displayed on ID cards)
  – Humana: H12345678
  – BlueCross BlueShield (do not include prefix)
    • HMOI/Blue Advantage/Blue Precision: 123456789
    • Blue Care Direct: 123456789
    • Blue Medicare Advantage: 123456789
  – United Healthcare MA: 987654321
  – Cigna-Healthspring: 771234569 or 32165490
  – Wellcare: 123450000
  – Aetna: MEBCQ12Y3
Requirements

• Enter rendering provider OR group 10-digit NPI number (Note: if the provider is paid at the group/billing level, that NPI must be used)

• Date of Service & Date of Birth must be in one of the following formats:
  – MM/DD/YYYY (12/25/2017)

• Click Submit to retrieve requested status
Snapshot of a claim

- Snapshot includes:
  - APP Claim Number
  - Claim Status
  - Billed Amount
  - Approved/Paid Amount
  - Rejected Amount
  - Patient Responsibility Amounts
  - Comments
  - FB HIPPS/Episode
  - Paid Date
  - More
Additional Searches

• If you have another claim to lookup, you can enter the information while the system is retrieving data from the first request.
• All claims requested will be displayed on the screen until the is clicked.
Bulk Import/Export
Bulk Import
Bulk Import Claim Status Lookup

• To upload multiple requests at once, click on the link “to upload multiple requests at one time”. Then click on the template link
Bulk Import File

• Open the template after it downloads
• Enter required data elements listed in the template
• Save the template to your computer
  – Note: File should be saved as is (csv, txt). Do not change the file extension or force to save as excel.
• Click “Choose File”. Find the file and click open, then submit
• Upload information will be displayed:

To submit multiple requests at one time. Fill in this template and upload it here:

Choose File csl.csv

submit

A total of 2 out of 2 claim status requests were submitted.
Click here to upload one request at one time.
Bulk Import File

****IMPORTANT****

• When entering patient data into the spreadsheet, if the member number begins with zero’s, the number **MUST** be entered in to the cell with an apostrophe (‘) preceding the zero’s. otherwise the member id will not be recognized and the claim will not be found.

• Example: ‘000001234
Bulk Import - Errors

• After submitting the request, a message will appear indicating the results. If the message indicates errors, those lines will need to be corrected in order to have a successful import:
Bulk Export
Export Results

- The claim status lookup tool also has the ability to download the results into a pdf or csv format.
- After the results are displayed, choose which format is preferred and click “download”.

Download the result in ✔ CSV  ✔ PDF

- If no claims were found, the export will not have any claims to download and a message will appear above the results “No valid requests found for download.”
Download Results

• After clicking the download icon, save the file to your computer, or open the data and then choose “save-as”.
• If you are saving the data as a pdf, each claim snapshot will appear as a separate page in one pdf file.
• In the example below, CSV was chosen which opens in an excel format.
Thank you

If you need further assistance, please contact Advocate Physician Partners Resolution Center at 847-298-6000.