

Quick Reference Guide: Claim Status Inquiry

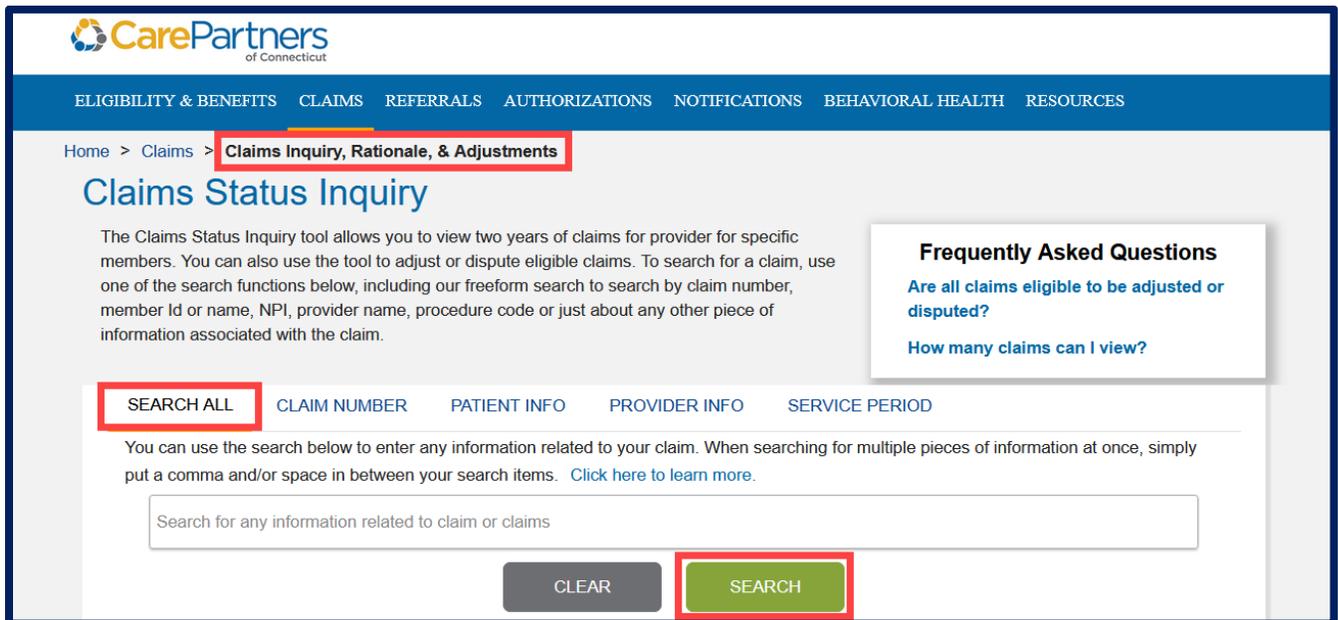
TO CHECK THE STATUS OF, CORRECT, OR DISPUTE A CLAIM

Step 1: Log on to CarePartners of Connecticut’s secure Provider [portal](#).

Step 2: From the list of self-service options, click “CLAIMS.”

Step 3: Click “Claims Inquiry, Rationale, & Adjustments” from the dropdown list.

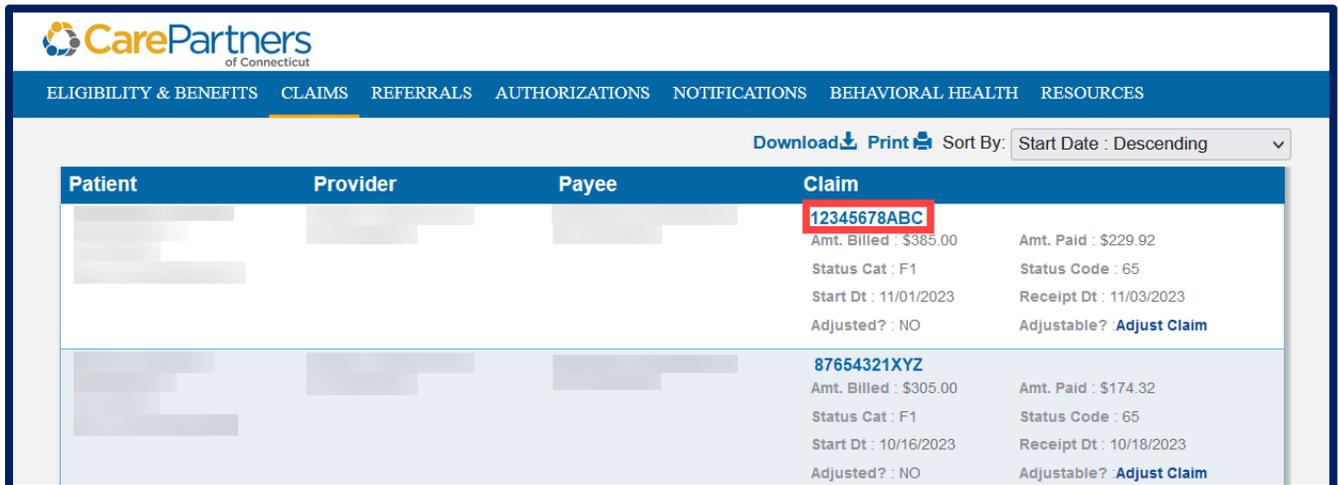
Step 4: Use “SEARCH ALL” to enter any information related to the claim(s) in the search box and click “SEARCH.” To refine your search, use any of the additional search options: CLAIM NUMBER, PATIENT INFO, PROVIDER INFO, or SERVICE PERIOD.



The screenshot shows the 'Claims Status Inquiry' page. The navigation menu includes 'ELIGIBILITY & BENEFITS', 'CLAIMS', 'REFERRALS', 'AUTHORIZATIONS', 'NOTIFICATIONS', 'BEHAVIORAL HEALTH', and 'RESOURCES'. The 'CLAIMS' menu item is selected, and the sub-menu 'Claims Inquiry, Rationale, & Adjustments' is highlighted. The main heading is 'Claims Status Inquiry'. Below the heading is a description of the tool. To the right is a 'Frequently Asked Questions' box with two questions: 'Are all claims eligible to be adjusted or disputed?' and 'How many claims can I view?'. Below the description is a search interface with tabs for 'SEARCH ALL', 'CLAIM NUMBER', 'PATIENT INFO', 'PROVIDER INFO', and 'SERVICE PERIOD'. The 'SEARCH ALL' tab is selected. Below the tabs is a search input field with the placeholder text 'Search for any information related to claim or claims'. Below the input field are two buttons: 'CLEAR' and 'SEARCH'. The 'SEARCH' button is highlighted with a red box.

Step 5: The results will be displayed as a list of claims that matched your search criteria.

Step 6: To view the claim details, click on the claim number.



The screenshot shows the search results page. At the top right, there are options for 'Download', 'Print', and 'Sort By: Start Date : Descending'. Below this is a table with the following columns: Patient, Provider, Payee, and Claim. The table contains two rows of results. The first row has a claim number '12345678ABC' highlighted with a red box. The second row has a claim number '87654321XYZ'. The table also displays details for each claim, such as 'Amt. Billed', 'Amt. Paid', 'Status Cat', 'Status Code', 'Start Dt', 'Receipt Dt', and 'Adjusted?'. The 'Adjusted?' column has a link to 'Adjust Claim'.

Patient	Provider	Payee	Claim
[Redacted]	[Redacted]	[Redacted]	12345678ABC Amt. Billed : \$385.00 Amt. Paid : \$229.92 Status Cat : F1 Status Code : 65 Start Dt : 11/01/2023 Receipt Dt : 11/03/2023 Adjusted? : NO Adjustable? : Adjust Claim
[Redacted]	[Redacted]	[Redacted]	87654321XYZ Amt. Billed : \$305.00 Amt. Paid : \$174.32 Status Cat : F1 Status Code : 65 Start Dt : 10/16/2023 Receipt Dt : 10/18/2023 Adjusted? : NO Adjustable? : Adjust Claim