

## Quick Reference Guide: Claim Status Inquiry

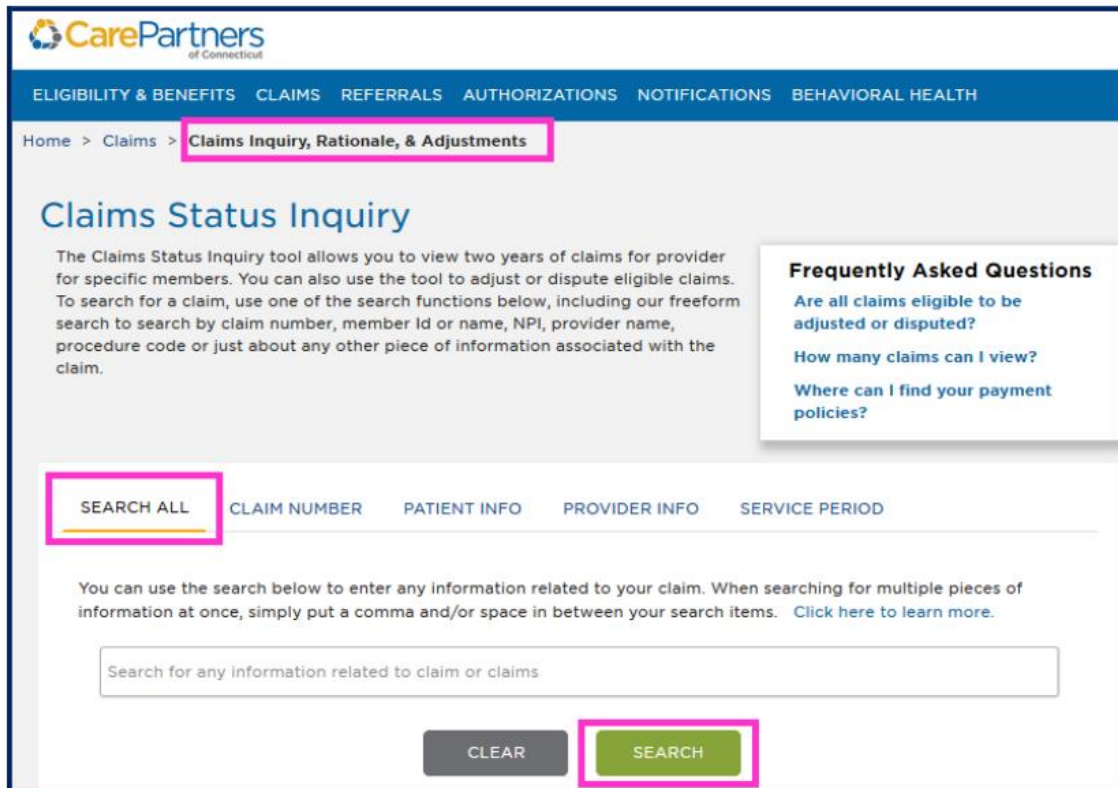
### TO CHECK THE STATUS OF, CORRECT, OR DISPUTE A CLAIM

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

**Step 2:** From the list of self-service options, hover over “Claims”. A dropdown list will appear.

**Step 3:** Click “Claims Inquiry, Rationale, & Adjustments”.

**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 one of the following additional options: *CLAIM NUMBER*, *PATIENT INFO*, *PROVIDER INFO*, or *SERVICE PERIOD*.



The screenshot shows the 'Claims Status Inquiry' page. The navigation bar includes 'ELIGIBILITY & BENEFITS', 'CLAIMS', 'REFERRALS', 'AUTHORIZATIONS', 'NOTIFICATIONS', and 'BEHAVIORAL HEALTH'. The breadcrumb trail is 'Home > Claims > Claims Inquiry, Rationale, & Adjustments'. The main heading is 'Claims Status Inquiry'. A text block explains the tool's purpose. A search section features a 'SEARCH ALL' button (highlighted in pink), along with 'CLAIM NUMBER', 'PATIENT INFO', 'PROVIDER INFO', and 'SERVICE PERIOD' options. Below the search input field are 'CLEAR' and 'SEARCH' buttons (with 'SEARCH' highlighted in pink). A 'Frequently Asked Questions' sidebar on the right lists questions like 'Are all claims eligible to be adjusted or disputed?' and 'How many claims can I view?'.

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

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



The screenshot shows the search results page. It includes a table with one entry. The 'Claim' column contains the number '02012345CMSU', which is highlighted in a pink box. The table also lists patient and provider information.

Patient	Provider	Payee	Claim
EATON, JACK S00123456 01 08/08/1950 Acct. #: ABC123	JOHN HARTWELL, MD ID: 1234567890	SUNNY DAY WELLNESS GROUP ID: 0987654321	<b>02012345CMSU</b> Amt. Billed : \$250.00 Status Cat : F1 Start Dt : 02/13/2019 Adjusted? : NO

Additional details for the claim: Amt. Paid : \$250.00, Status Code : 65, Receipt Dt : 02/14/2019, Adjustable? : **Adjust Claim**