

# Claim Status on NaviNet

Tips for Success

Updated: March 2017



# Tips for checking Claim Status

# General

- Billing Entity is a typeable field. If you have multiple listings in the dropdown, type in the NPI for easy access
- The claim date range defaults to a 2-month period from today's date and can be expanded up to 2 years
  - If the date range does not work, try again with the exact service date. If the member's ID has changed within the default range, status may not be found
  - Conversely, if the exact date is not working, try a range

## Claim Status Details


Service Start	Service End
<input type="text" value="12/07/2016"/> 	<input type="text" value="03/07/2017"/> 


- We do not recommend using the optional Claim ID field unless all other searches have failed

# Patient Details – Nebraska Member

- Submit the Member ID exactly as it appears on the card
  - Do not add a patient suffix (i.e. 01, 02, 11)
  - Do not add extra characters

- Common nicknames are acceptable
  - i.e. Matt for Matthew, Jen for Jennifer



Member Name JOHN DOE	PPO Health NEtwork BLUE Dental
ID YEHI23456789	
Medical and Rx Benefits RxBIN 610455 RxPCN RxNEB Plan Code 263/763	Copays May Apply
NEtwork BLUE	

- All fields are required, but generally a patient match can be found if you only match 3 of 4 on first name, last name, birth month and birth year

# Patient Details – Non-Nebraska Member

- Submit the Member ID and Patient Details exactly as you did on the claim itself
  - We do not carry membership data for other Blues plans members, so claims are set up with the information received on the claim
  - Any deviation may result in no claims being found

BCBS	1a. SUBSCRIBER PRIMARY ID XQW12345678401	
3. PATIENT'S BIRTH DATE 1/25/1947	GENDER <input checked="" type="radio"/> M <input type="radio"/> F	4. SUBSCRIBER (Last Name, First Name, Middle Initial) DOE      JOHNNIE      A

## Patient Details

Member ID

XQW12345678401

Last Name

Doe

Date of Birth

01/25/1947

Make sure to enter information exactly as it was submitted on the claim to find in NaviNet. For instance if claim had name submitted as 'Johnnie', do not put John or Jonathon in the search fields.

First Name

Johnnie

# Claim Status Results

# FAQ

- BCBSNE claim numbers are always a 12-digit number beginning in a 2-digit year and ending with a 2-digit suffix
  - If the claim number returned does not meet this criteria, you are seeing another Blues plan's claim number. Email Customer Service with your search criteria and the details returned to get our claim number
  - Ex: 171234567800 is a NE claim number; 5123456WH7891 00 or 2632017123456700 are not
- You cannot link to the remittance advice from the Claim Status results page on zero pay claims
  - This is a system limitation
  - If you need/want remit details you will need to do a manual search

<b>Total Billed:</b>	<b>\$1,724.60</b>
<b>Total Paid:</b>	<b>\$0.00</b>
	
	<small>(Paid on 11/22/2016)</small>

## FAQ continued

- There are valid reasons why you may receive a “claim not found” message on a claim that was accepted. Customer Service can identify these
  - If no valid reason is found, Customer Service will work with EDI to determine the cause and any possible fixes

Claim Status: Search

✖ The claim/encounter can not be found in the adjudication system. Claim/encounter not found.

- If the claim status indicates that the claim has been returned to provider, you will need to email Customer Service for a copy of the return letter. These are not currently available on NaviNet

🕒 Received (Claim Status as of 03/07/2017)

Claim ID: [REDACTED]

Service Dates: 06/01/2016 to 03/07/2017

The claim/encounter has been received. This does not mean that the claim has been accepted for adjudication. Returned to Provider.



# Contacting Customer Service

- Customer Service should be emailed for any questions regarding the claim status returned by filling out the form at <https://www.nebraskablue.com/contact>
- Include as much detail as possible
  - The exact search criteria used
  - The exact status or error message that was returned
- If you received a “claim not found” error, make sure to check your Claims Confirmation Report prior to emailing
  - Make sure to confirm this step in your email


Claim ID:234567WTEST  
Claim Trace ID:1987654321  
PATIENT:DOE, JOHN A  
Service Date:10/20/2015  
Claim Status:Good

CLAIM Amount:\$62.80  
PATIENT ID:YED123456789

- Customer Service will work with EDI regarding any abnormal or incorrect responses, so you do not need to contact multiple departments

- EXCEPTION: If the below error is received, please notify the EDI team at [EDISupport@nebraskablue.com](mailto:EDISupport@nebraskablue.com) or 888-233-8351 Option 3
  - This is an indication of a possible system outage

Claim Status: Search

 We are unable to process your request at this time. Please try again later.

- Please do not contact NaviNet directly for claim status questions
  - They do not have access to claims history
  - This can cause delays in receiving a response