



**Prerequisite: Have a System**

*Claim Status Inquiries are very exacting, and require precise information. Whatever went out on the claim is EXACTLY what must go onto the claim inquiry.*

*When you submit claims in the first place, whether it is through NEHENNet or not, you must know exactly what was entered on the claim, sometimes down to the dollar amount. If you always submit claims using the physician's NPI and Name, when you use the Claim Status Inquiry you must look it up using the same physician's NPI and name. If you put in the practice's name or NPI during your inquiry, the resulting search will fail.*

*To consistently achieve the best results when using the Claim Status Inquiry you must be consistent with the data you enter. Having a clearly defined system for claim submission and being able to reproduce the process will help you to obtain the results you desire.*

The screenshot shows the 'Claim Status Request' web form. On the left is a navigation menu with categories like Eligibility, Referrals, External Referral Inquiry, Claims, Status Inquiry, and Payment. The main form area is divided into three sections:
 

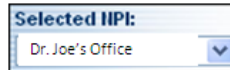
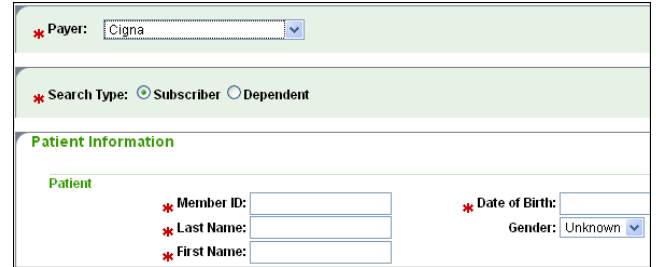
- Payer:** A dropdown menu showing 'Cigna'.
- Search Type:** Radio buttons for 'Subscriber' (selected) and 'Dependent'.
- Patient Information:** Fields for Member ID, Last Name, First Name, Date of Birth, and Gender (set to 'Unknown').
- Billing Provider:** A 'Select Provider' dropdown, radio buttons for 'Individual' (selected) and 'Group/Organization', and fields for Last Name/Facility Name, First Name, NPI, Address 1, City, State, and Specialty.
- Claim:** Fields for Account Number, Payer Claim ID, Dates of Service From, and Claim Amount.

 At the bottom of the form are 'Submit' and 'Clear' buttons.


To complete a Claim Status Inquiry locate the Status Inquiry portion of NEHENNet on the left hand side of the screen, and click on *Request*.

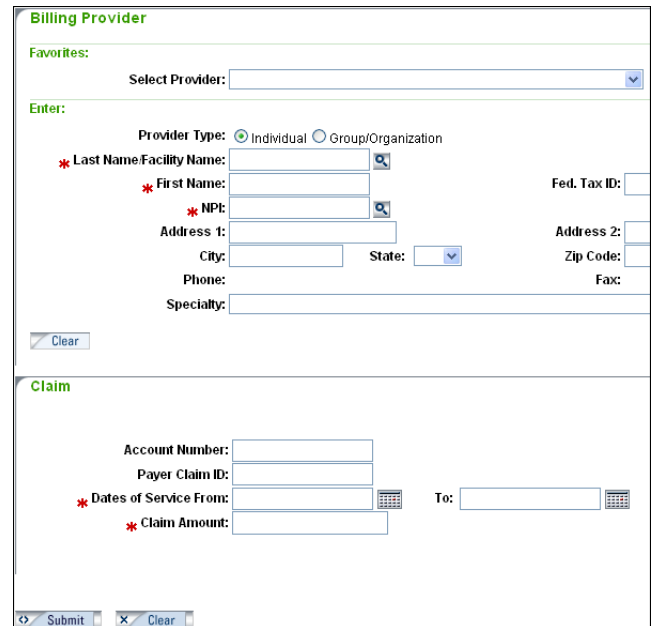
**Step 1: Basic Info**

First, in the upper left hand side of the screen, make sure that the Selected NPI is your Billing NPI. If the selected NPI is not your Billing NPI your search will not work as desired. Next, choose the payer you are submitting the inquiry for, whether the claim was for a Subscriber or a Dependant, and fill out the patient’s information, including but not limited to the Member name and Date of Birth.

**Step 2: Billing, Servicing and Claim Info**

Fill out the Billing or Servicing information, including the name of the physician or facility under which the claim was originally submitted. Depending on which Payer you have selected the heading of this section, and the information to be provided, will switch between “Billing Provider” and “Servicing Provider”. If the heading is “Billing Provider”, you must supply the practice name or NPI. If the heading is “Servicing Provider” you must provide the NPI of the physician who rendered the care. Don’t forget that you can use the convenient “Lookup”  icon to help you find the name of the physician or practice you are searching for. If you use the “Select Provider” option under *Favorites*, or the lookup option, NEHENNet will prepopulate the available information for you. Fill out the claim information next, including, but not limited to, the date of service.



**Step 3: Submit and View**

Click on the “Submit” button to send the inquiry. If the request takes longer than 30 seconds, an error message will appear stating “Response not received”. This does not mean your inquiry has failed, simply that it is taking longer than 30 seconds to obtain the results. If you come back in a few minutes, click on “View Results” under the *Status Inquiry* menu. This will bring up the standard search menu, where you can search for your results. To see the actual results of your inquiry, just click the name of the patient for the inquiry you submitted to view the results. If you have submitted multiple inquires, you can sort by any of the fields in the grid of results, by clicking on the title of the field, such as “Date of Service”.

