


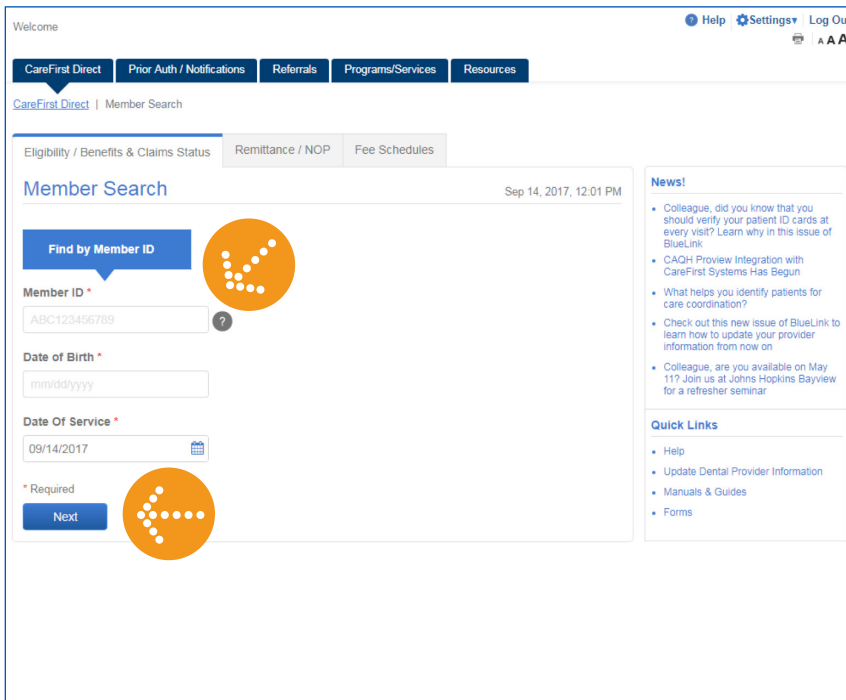
PROVIDER PORTAL USER'S GUIDE

Claim Status

CareFirst Direct provides detailed claim status information for our providers in real time. The following walks through the steps to take when reviewing the status of a claim.



Log in to the Provider Portal at provider.carefirst.com.



Once logged in, you will see the CareFirst Direct home page and the 'Member Search' screen.

The tabs across the top will appear based on the access you have within CareFirst Direct.

To begin the process of checking the status of a claim ensure the 'Eligibility/Benefits & Claims Status' tab is selected and then enter the following information in the field provided:

- Member ID
- Date of Birth
- Date of Service (this will automatically default to today's date) and click 'Next'.

Claim Status

CareFirst
Welcome

Help Settings Log Out

CareFirst Direct Prior Auth / Notifications Referrals Programs/Services Resources

CareFirst Direct | Member Search Results

Eligibility/Benefits & Claims Status Remittance Schedules

< Back Member Search Results Aug 10, 2017, 3:03 PM

You searched for:

Member ID: ABC123456789 Date Of Birth: 09/25/1999 (18yrs) Date Of Service: 08/10/2017

Search Results

MEMBER LAST NAME, FIRST NAME Male 123 ANY STREET , TOWSON, MD 21086


I would like to see

Eligibility/Benefits Claims Status

Back Next

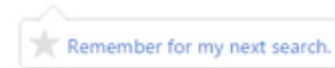
Remember for my next search.

The results of your search will then display.

Select the correct Member by clicking on the  next to his/her name.

Under 'I would like to see', select 'Claim Status'.

Note: You can set Claim Status as your default selection for future searches by clicking on



I would like to see

Eligibility / Benefits Claims Status

Date Range *
Last 30 days

Back Next

Remember for my next search.

Once you select *Claim Status*, a drop down will appear allowing you to enter a Date Range. You have the following options:

- Last 30, 60 or 90 days
- Year to Date
- Custom Range

Make your selection and click 'Next'.

Claim Status

CareFirst

Welcome

Help Settings Log Out

CareFirst Direct

Prior Auth / Notifications

Referrals

Programs/Services

Resources

CareFirst Direct | Claims Status Results

Eligibility / Benefits & Claims Status

Remittance / NOP

Fee Schedules

< Back

Claims Status Results

Sep 11, 2017, 9:16 AM

Date of Service

Year to date

Update

Tax ID / Organization

View All

MEMBER LAST NAME, FIRST NAME

DOB: 02/01/1965 (52 yrs) Female

Member ID: ABC123456789

Medical

Provider Name Provider ID	Date of Service	Total Claim	Claim Number	Claim Status	Patient Account #
PROVIDER NAME XXXXXXXXXX	03/01/2017 - 03/01/2017	\$400.00	111111111111	Completed	PCN123465
PROVIDER NAME XXXXXXXXXX	03/01/2017 - 03/01/2017	\$400.00	111111111111	Pending	PCN123465
PROVIDER NAME XXXXXXXXXX	03/01/2017 - 03/01/2017	\$400.00	111111111111	Pending	PCN123465
PROVIDER NAME XXXXXXXXXX	03/01/2017 - 03/01/2017	\$400.00	111111111111	Pending	PCN123465
PROVIDER NAME XXXXXXXXXX	03/01/2017 - 03/01/2017	\$400.00	111111111111	Pending	PCN123465

I would like to

[View Eligibility](#)

[Prior Auth/Notification](#)

[New Member Search](#)

Displaying 1 - 5 of 12

Page 1 of 3

Based on your search criteria, general claim status results will display, including:

- Provider Name and ID
- Date of Service
- Total Claim
- Claim Number
- Claim Status
- Patient Account #

To view a specific claim, click on the corresponding 'Claim Number' hyperlink.

Eligibility / Benefits & Claims Status

Remittance / NOP

Fee Schedules

< Back

Claim Status Summary

Sep 11, 2017, 9:16 AM

MEMBER LAST NAME, FIRST NAME

DOB : 02/01/1965 (52 yrs) Female

Member ID: ABC123456789

Medical

Claim Information

Claim Number 111111111111	Claim Other Blue Number N/A	Claim Adjusted? No
Claim Status F1 - Finalized / Payment 65 - Claimline has been paid.	Date of Service 03/01/2017 - 03/01/2017	Adjudication Date 03/04/2019
Check/ EFT Date 03/04/2019	Check/ EFT Number 000000	System Source NASCO

Provider Information

Provider Name/Provider Id PROVIDER NAME XXXXXXXXXX	Tax ID 111111111	Pay to NPI 000000000
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	Amount		Amount
Total Charges	\$16,000.00	Deductible Amount	\$0.00
Total Non-Allowed amount	N/A	Copay Amount	\$0.00
Total Allowed amount	\$15,271.88	Coinsurance Amount	\$0.00
Total Paid Amount	\$15,271.88	COB Amount	\$0.00
Total Member Responsibility	\$0.00	Penalty Amount	\$0.00

Line No	Revenue Code	Total Charge	Allowed charges	Paid Amount	Member Liability	Date of Service	Place of Service
0010	0210	\$8,000.00	\$15,271.88	\$15,271.88	\$0.00	03/01/2017-03/01/2017	1 - Hospital inpatient
0020	0260	\$8,000.00	\$0.00	\$0.00	\$0.00	03/01/2017-03/01/2017	1 - Hospital inpatient

* N/A : Not Available

Clicking on the 'Claim Number' hyperlink will open more detailed information, which includes:

- Claim Information (Claim Number, if it was adjusted, Status, Date of Service, Adjudication Date, Check/ EFT Date and Number)
- Provider Information
- Summary of Payment Information (Total Charges, Total Non-Allowed and Allowed amount, Total Paid amount, Deductible, Copay, Coinsurance, etc.)

Claim Status

Claim Number

- Line 0010

Line service Dates

03/01/2017 - 03/01/2017

Units

1

Medical Record Number

N/A

Line Status

65 - Claim/line has been paid.
F1 - Finalized / Payment

Line Explanation

58012009999 - N/A

Charges \$8,000.00	Allowed Amount N/A	Non Allowed Amount N/A	Line Paid Amount N/A
Deductible Amount N/A	Copay Amount \$0.00	Coinsurance Amount \$0.00	Member Liability \$0.00
Hospital Discount Amount N/A	Penalty Amount \$0.00	COB Amount \$0.00	

Place of Service - 1 - Hospital
inpatient

Type Of Service - R - Accommodations

Revenue Code

0210

Diagnosis Codes

I10

Facility Claims Coding

* N/A : Not Available

Close

From here, you can click on the line number hyperlink to view the details of that line.

You can also navigate to any additional lines of information for the claim by clicking on the >.

I would like to

View Eligibility

Prior Auth/Notifications

Submit Claim Inquiry

New Member Search

'I would like to' Navigation

You will notice throughout the Claim Status search screens you are provided helpful navigation options under the 'I would like to' heading. From there, you are able to do the following:

- View Eligibility for the Member you have searched for
- Go directly to the Prior Authorization/Notifications page
- Submit a Claim Inquiry
- Complete a search for a New Member