

ForwardHealth Portal Claim Search

January 30, 2017

Instruction Sheet

Claim Search

Through the claim search function available on the ForwardHealth Portal, users can search for and view the details of submitted claims. On the Claim Search panel, users have the option to search for a claim based on various criteria. For example, users can search for claims by internal control number (ICN), member ID, claim type, claim status, and more.

To search for a claim, complete the following steps:

1. Click **Claims** on the main menu at the top of the secure Provider page.



Figure 1 Main Menu

The Claims page will be displayed.

Claims [User Guides](#)

Claims Submission Options
 Providers may submit claims to ForwardHealth electronically or on paper. Providers are encouraged to submit claims electronically as it improves efficiency, reduces billing and processing errors, and allows for the timely processing of payments.

Providers may begin the claim processing function by clicking on the following options.

What would you like to do?

- [Claim search](#)
- [Claims Submission Report](#)
- [Submit Dental Claim](#)
- [Submit Institutional Claim](#)
- [Submit Compound/Noncompound Claim](#)
- [Submit Professional Claim](#)
- [Upload Claim Attachments](#)
- [WWWP Reporting Form Search](#)
- [Submit WWWP Breast Cancer Diagnostic and Follow Up Report](#)
- [Submit WWWP Cervical Cancer Diagnostic and Follow Up Report](#)
- [Submit WWWP Breast and Cervical Cancer Screening Activity Report](#)
- [Private Duty Nursing - Prior Authorization Claims Report](#)

Providers having difficulties determining which method to use when submitting a claim, or in submitting a claim through the Portal, may call provider services at 800-947-9627.

Figure 2 Claims Page

2. Click **Claim search**. The Claim Search panel will be displayed.

Claim Search ?

Required fields are indicated with an asterisk (*).

Provider ID : 1234567890 NPI

Internal Control Number(ICN) <input type="text"/>	Rendering Provider ID <input type="text"/>
Member ID <input type="text"/>	Claim Type <input type="text"/>
Old Internal Control Number(ICN) <input type="text"/>	Status <input type="text"/>
From Date of Service <input type="text"/>	Date Paid <input type="text"/>
To Date of Service <input type="text"/>	Amount Billed <input type="text" value="\$0.00"/>

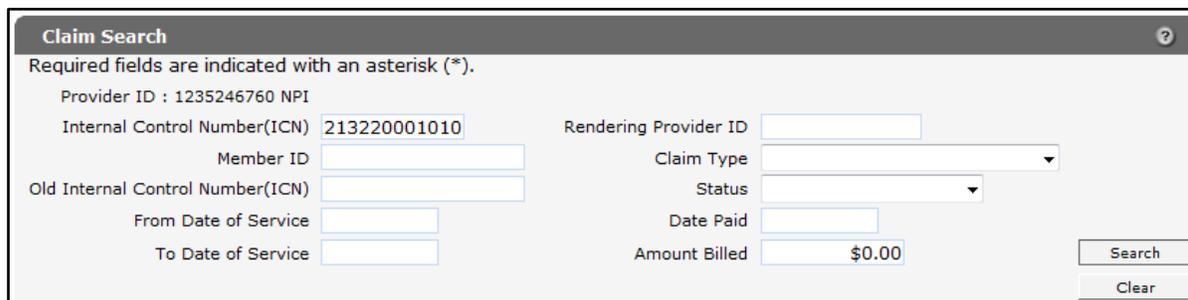
Figure 3 Claim Search Panel

Note: The following steps apply to all claim searches, regardless of the type of claim for which you are searching.

1.1 Search by Internal Control Number

The most direct method of searching for a claim is by ICN.

1. Enter a valid ICN in the Internal Control Number (ICN) field.



The screenshot shows a web form titled "Claim Search". At the top, it states "Required fields are indicated with an asterisk (*)". Below this, there are several input fields and dropdown menus. The "Internal Control Number(ICN)" field is filled with "213220001010". Other fields include "Member ID", "Old Internal Control Number(ICN)", "From Date of Service", "To Date of Service", "Rendering Provider ID", "Claim Type", "Status", "Date Paid", and "Amount Billed" which is set to "\$0.00". There are "Search" and "Clear" buttons at the bottom right.

Figure 4 Claim Search Using an ICN

2. Click **Search**.

If the ICN was not valid, a "No rows found" message will be displayed in the Search Results panel.



Figure 5 Error Message

If the ICN was valid, the Claim Information page will be displayed.

Note: An ICN will only be viewable if the billing provider information (e.g., provider ID, taxonomy number, service location) for the claim matches the provider information under which the user is logged in. For example, if a claim was billed by Clinic 1, a user logged in as Clinic 2 for the same provider will not be able to view the claim because it was submitted under a different service location.

Professional Claim ?

Required fields are indicated with an asterisk (*).

ICN 2213220001010	Rendering Provider 1235246760 NPI [Search]	
Provider ID 1235246760 NPI	Referring Provider 1 1070319623 [Search]	
Member ID* 2201480621	Referring Provider 2 [Search]	
Last Name EAPG	Medicare Disclaimer no disclaimer	
First Name, MI HMO	Other Insurance Indicator	
Date of Birth 10/16/1980		
Patient Account # 3201094439	Total Charge* \$50.00	
Medical Record Number	Other Insurance Amount \$0.00	
	Total Amount Paid \$28.30	

Diagnosis Condition Medicare Anesthesia

Detail

Line Number	From Date of Service	To Date of Service	Procedure Code	Mod1	Mod2	Mod3	Mod4	Status	Units	Charge
1	07/26/2013	07/26/2013	99213					PAY	1.00	\$50.00

Select row above to update -or- click Add button below.

Line Number	Rendering Provider
From Date of Service	Referring Provider 1
To Date of Service	Referring Provider 2
Procedure Code [Search]	Ordering Provider [Search]
Modifiers [Search]	
Diagnosis Code Pointers	
Units	
Charge	Status
Place of Service Code [Search]	Allowed Amount
Emergency	CoPay Amount
Family Planning	
Notes	Professional Service Description

Delete Add

NDCs for JCode

Medicare Information (Detail)

Line Number 1	Medicare Deductible \$0.00 +	
Medicare Date Paid	Medicare Coinsurance \$0.00 +	
Medicare Paid Amount \$0.00	Psychiatric Reduction \$0.00 +	
Medicare Non Covered Charge \$0.00	Medicare Copayment \$0.00 +	
Remaining Patient Liability* \$0.00 =		

Attachments

*** No rows found ***

Select row above to update -or- click Add button below.

Attachment Control Number	
Description	

Delete Add

Claim Status Information

Claim Status PAY
Claim ICN 2213220001010
Paid Date 08/08/2013
Paid Amount \$28.30

EOB Information

Detail Number	Code	Description
1	9918	Pricing Adjustment - Maximum allowable fee pricing applied.
1	9001	Pricing Adjustment - Reimbursement reduced by the member's copayment amount.

Cancel Adjust Void Copy claim

Figure 6 Claim Information Page

1.2 Other Searches

A search using any field other than the ICN field may return one claim or several. You can enter information in a single field to broaden your search results or in several fields to narrow your search results.

For example, to review all claims for a specific rendering provider, enter the provider's ID in the Rendering Provider ID field and click **Search**. To view the claims for a rendering provider during a certain time period, enter dates of service in the From Date of Service and To Date of Service fields in addition to the rendering provider's ID and then click **Search**.

Note: It is recommended to start with a broad search with only one or two parameters and then add other parameters if it is necessary to narrow your search results.

1.2.1 Search by Member ID

For most providers, one of the most useful ways to search for a claim is by a member's ID.

1. Enter a member's ForwardHealth ID in the Member ID field.

The screenshot shows a 'Claim Search' form with the following fields and values:

Field	Value
Provider ID	1234567890 NPI
Internal Control Number(ICN)	
Member ID	5550152229
Old Internal Control Number(ICN)	
From Date of Service	
To Date of Service	
Rendering Provider ID	
Claim Type	
Status	
Date Paid	
Amount Billed	\$0.00

Buttons: Search *, Clear

Figure 7 Claim Search Using a Member ID

2. Click **Search**.

If only one result is returned, the Claim Information page will be displayed as shown in Section 1.1 Search by Internal Control Number.

If more than one claim is found, all claims that match the search criteria will be displayed in the Search Results panel.

Claim Search ?

Required fields are indicated with an asterisk (*).

Provider ID : 1234567890 NPI

Internal Control Number(ICN) Rendering Provider ID

Member ID Claim Type

Old Internal Control Number(ICN) Status

From Date of Service Date Paid

To Date of Service Amount Billed

Search Results

ICN/Old ICN	Member ID	Member First Name	Member Last Name	From Date of Service	To Date of Service	Claim Type	Status	Date Paid	Amount Billed
2311103001005	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	DENY	05/16/2011	\$200.00
2311101001004	5550152229	REDDI	MADE	04/09/2011	04/09/2011	Professional	DENY	05/13/2011	\$100.00
2311101001003	5550152229	REDDI	MADE	04/07/2011	04/07/2011	Professional	DENY	05/13/2011	\$100.00
5911129001001	5550152229	REDDI	MADE	05/09/2011	05/09/2011	Professional	PAY	05/09/2011	\$100.00
2211129001002	5550152229	REDDI	MADE	05/09/2011	05/09/2011	Professional	PAY	05/09/2011	\$100.00
2211118001005	5550152229	REDDI	MADE	03/10/2009	03/10/2009	Professional	DENY	04/28/2011	\$27.00
2311103001001	5550152229	REDDI	MADE	04/13/2011	04/13/2011	Professional	PAY	04/13/2011	\$100.00
2311103001004	5550152229	REDDI	MADE	09/21/2010	09/21/2010	Professional	PAY	04/13/2011	\$100.00
2311101001001	5550152229	REDDI	MADE	04/11/2011	04/11/2011	Professional	PAY	04/12/2011	\$100.00
5911101001008	5550152229	REDDI	MADE	04/07/2011	04/07/2011	Professional	PAY	04/12/2011	\$100.00
5911101001006	5550152229	REDDI	MADE	04/04/2011	04/04/2011	Professional	PAY	04/12/2011	\$200.00
2311094001006	5550152229	REDDI	MADE	04/03/2011	04/03/2011	Professional	PAY	04/11/2011	\$100.00
2211101001002	5550152229	REDDI	MADE	05/29/2010	05/29/2010	Professional	PAY	04/11/2011	\$100.00
2311097001001	5550152229	REDDI	MADE	04/07/2011	04/07/2011	Professional	PAY	04/08/2011	\$100.00
5911096001004	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	PAY	04/08/2011	\$200.00
5911097001003	5550152229	REDDI	MADE	05/27/2010	05/27/2010	Professional	PAY	04/08/2011	\$100.00
5911095001001	5550152229	REDDI	MADE	04/04/2011	04/04/2011	Professional	PAY	04/07/2011	\$100.00
2211097001006	5550152229	REDDI	MADE	05/27/2010	05/27/2010	Professional	PAY	04/07/2011	\$100.00
2311096001001	5550152229	REDDI	MADE	04/06/2011	04/06/2011	Professional	PAY	04/06/2011	\$100.00
2311095001003	5550152229	REDDI	MADE	04/02/2011	04/02/2011	Professional	PAY	04/06/2011	\$100.00
2211096001001	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	PAY	04/06/2011	\$200.00
2311094001005	5550152229	REDDI	MADE	04/04/2011	04/04/2011	Professional	PAY	04/05/2011	\$100.00
2311091001001	5550152229	REDDI	MADE	04/01/2011	04/01/2011	Professional	PAY	04/04/2011	\$100.00
2311091001002	5550152229	REDDI	MADE	03/31/2011	03/31/2011	Professional	PAY	04/01/2011	\$100.00
2311084001001	5550152229	REDDI	MADE	03/25/2011	03/25/2011	Professional	DENY	03/30/2011	\$100.00

1 2 ... Next >

Figure 8 Search Results Panel

Sorting the Search Results

Clicking a column heading once will sort the results in ascending order by that column. Clicking the column heading a second time will sort the results in descending order.

If you hold your cursor over the column, it will show whether or not the column is sorted and, if so, how it is sorted.

From Date of Service	To Date of Service	Claim Type	Status	Date Paid
02/15/2011	03/15/2011	Professional	PAY	03/25/2011
02/15/2011	03/15/2011	Professional	DENY	03/25/2011
01/16/2011	01/16/2011	Professional	PAY	03/28/2011
01/16/2011	01/16/2011	Professional	SUSPEND	0
01/15/2011	01/15/2011	Professional	PAY	03/28/2011
12/17/2010	12/17/2010	Professional	SUSPEND	0
12/17/2010	12/17/2010	Professional	PAY	12/17/2010
12/05/2010	12/07/2010	Professional	PAY	12/07/2010
12/05/2010	12/07/2010	Professional	SUSPEND	0
11/27/2010	11/27/2010	Professional	PAY	12/15/2010

Figure 9 From Date of Service Column

The Search Results panel displays 25 records at a time. To see more claims, click **Previous**, **Next**, or one of the page numbers at the bottom of the panel.

Search Results										
ICN/Old ICN	Member ID	Member First Name	Member Last Name	From Date of Service	To Date of Service	Claim Type	Status	Date Paid	Amount Billed	
2311103001005	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	DENY	05/16/2011	\$200.00	
2311101001004	5550152229	REDDI	MADE	04/09/2011	04/09/2011	Professional	DENY	05/13/2011	\$100.00	
2311101001003	5550152229	REDDI	MADE	04/07/2011	04/07/2011	Professional	DENY	05/13/2011	\$100.00	
5911129001001	5550152229	REDDI	MADE	05/09/2011	05/09/2011	Professional	PAY	05/09/2011	\$100.00	
2211129001002	5550152229	REDDI	MADE	05/09/2011	05/09/2011	Professional	PAY	05/09/2011	\$100.00	
2211118001005	5550152229	REDDI	MADE	03/10/2009	03/10/2009	Professional	DENY	04/28/2011	\$27.00	
2311103001001	5550152229	REDDI	MADE	04/13/2011	04/13/2011	Professional	PAY	04/13/2011	\$100.00	
2311103001004	5550152229	REDDI	MADE	09/21/2010	09/21/2010	Professional	PAY	04/13/2011	\$100.00	
2311101001001	5550152229	REDDI	MADE	04/11/2011	04/11/2011	Professional	PAY	04/12/2011	\$100.00	
5911101001008	5550152229	REDDI	MADE	04/07/2011	04/07/2011	Professional	PAY	04/12/2011	\$100.00	
5911101001006	5550152229	REDDI	MADE	04/04/2011	04/04/2011	Professional	PAY	04/12/2011	\$200.00	
2311094001006	5550152229	REDDI	MADE	04/03/2011	04/03/2011	Professional	PAY	04/11/2011	\$100.00	
2211101001002	5550152229	REDDI	MADE	05/29/2010	05/29/2010	Professional	PAY	04/11/2011	\$100.00	
2311097001001	5550152229	REDDI	MADE	04/07/2011	04/07/2011	Professional	PAY	04/08/2011	\$100.00	
5911096001004	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	PAY	04/08/2011	\$200.00	
5911097001003	5550152229	REDDI	MADE	05/27/2010	05/27/2010	Professional	PAY	04/08/2011	\$100.00	
5911095001001	5550152229	REDDI	MADE	04/04/2011	04/04/2011	Professional	PAY	04/07/2011	\$100.00	
2211097001006	5550152229	REDDI	MADE	05/27/2010	05/27/2010	Professional	PAY	04/07/2011	\$100.00	
2311096001001	5550152229	REDDI	MADE	04/06/2011	04/06/2011	Professional	PAY	04/06/2011	\$100.00	
2311095001003	5550152229	REDDI	MADE	04/02/2011	04/02/2011	Professional	PAY	04/06/2011	\$100.00	
2211096001001	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	PAY	04/06/2011	\$200.00	
2311094001005	5550152229	REDDI	MADE	04/04/2011	04/04/2011	Professional	PAY	04/05/2011	\$100.00	
2311091001001	5550152229	REDDI	MADE	04/01/2011	04/01/2011	Professional	PAY	04/04/2011	\$100.00	
2311091001002	5550152229	REDDI	MADE	03/31/2011	03/31/2011	Professional	PAY	04/01/2011	\$100.00	
2311084001001	5550152229	REDDI	MADE	03/25/2011	03/25/2011	Professional	DENY	03/30/2011	\$100.00	

1 2 ... Next >

Figure 10 Search Results Panel

To view a particular claim, click anywhere on the row to select it from the search results. The Claim Information page will be displayed.

1.3 Claim Search Bar

The claim search bar will be displayed at the top of the Claim Information page.

Claims » Professional

Next Search By:

Professional Claim ?

Required fields are indicated with an asterisk (*).

ICN Rendering Provider

Provider ID Referring Provider 1

Member ID* Referring Provider 2

Figure 11 Claim Search Bar

Through the claim search bar, users may do the following:

- Perform a new search using an ICN.
- [Return to their search results.](#)
- [Return to the Claim Search panel to perform a new search.](#)

1.3.1 Perform a New Search Using an ICN

1. Enter a valid ICN in the ICN field.

Figure 12 Searching Using an ICN

2. Click **Search**. If the number is a valid ICN, the Claim Information page will be displayed.

Note: Click **Clear** to erase any entries in the ICN field.

1.3.2 Return to Search Results

1. Search for a claim using the Claim Search panel. The Search Results panel will be displayed.

Claim Search

Required fields are indicated with an asterisk (*).

Provider ID : 1234567890 NPI

Internal Control Number(ICN) Rendering Provider ID

Member ID 5550152229 Claim Type

Old Internal Control Number(ICN) Status

From Date of Service 10/01/2010 Date Paid

To Date of Service 03/31/2011 Amount Billed

ICN/Old ICN	Member ID	Member First Name	Member Last Name	From Date of Service	To Date of Service	Claim Type	Status	Date Paid	Amount Billed
5910349001018	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	DENY	12/15/2010	\$200.00
2210349001006	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	PAY	12/15/2010	\$200.00
2210349001008	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	PAY	12/15/2010	\$200.00
5910349001017	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	DENY	12/15/2010	\$200.00
2210341001006	5550152229	REDDI	MADE	12/05/2010	12/07/2010	Professional	PAY	12/07/2010	\$300.00
2210335001001	5550152229	REDDI	MADE	10/11/2010	10/11/2010	Outpatient	DENY	12/01/2010	\$150.00
5910323001001	5550152229	REDDI	MADE	11/02/2010	11/04/2010	Professional	PAY	11/19/2010	\$300.00
2210323001001	5550152229	REDDI	MADE	11/02/2010	11/03/2010	Professional	PAY	11/19/2010	\$200.00
2210295001001	5550152229	REDDI	MADE	10/22/2010	10/22/2010	Professional	PAY	10/22/2010	\$100.00
2211101001001	5550152229	REDDI	MADE	01/16/2011	01/16/2011	Professional	SUSPEND	0	\$124.00
2311084001002	5550152229	REDDI	MADE	12/17/2010	12/17/2010	Professional	SUSPEND	0	\$100.00
2210341001009	5550152229	REDDI	MADE	12/05/2010	12/07/2010	Professional	SUSPEND	0	\$300.00
5911101001007	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	SUSPEND	0	\$200.00
2210323001007	5550152229	REDDI	MADE	11/16/2010	11/17/2010	Professional	SUSPEND	0	\$300.00

< Previous 1 2

Figure 13 Search Results Panel

2. Click the applicable row. The Claim Information page for the selected claim will be displayed. On the claim search bar, the Return to Search Results button will be displayed.

Next Search By: ICN

Professional Claim

Required fields are indicated with an asterisk (*).

ICN 2211129001002 Rendering Provider 1234567890

Provider ID 1234567890 NPI Referring Provider 1 1129001002

Member ID* 5550152229 Referring Provider 2

Last Name MADE Medicare Disclaimer no disclaimer

Figure 14 Return to Search Results Button

Note: The Return to Search Results button will only display if you navigated to the Claim Information page from a search results list. The button will not be displayed if you navigated directly to the Claim Information page (e.g., if you searched using an ICN or if you clicked on the claim directly from your secure Provider page).

3. Click **Return to Search Results**. The Claim Search and Search Results panels will be displayed. These panels will display the exact criteria entered and results displayed for the original search.

Claim Search

Required fields are indicated with an asterisk (*).

Provider ID : 1234567890 NPI

Internal Control Number(ICN) Rendering Provider ID

Member ID 5550152229 Claim Type

Old Internal Control Number(ICN) Status

From Date of Service 10/01/2010 Date Paid

To Date of Service 03/31/2011 Amount Billed \$0.00

Search Results

ICN/Old ICN	Member ID	Member First Name	Member Last Name	From Date of Service	To Date of Service	Claim Type	Status	Date Paid	Amount Billed
5910349001018	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	DENY	12/15/2010	\$200.00
2210349001006	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	PAY	12/15/2010	\$200.00
2210349001008	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	PAY	12/15/2010	\$200.00
5910349001017	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	DENY	12/15/2010	\$200.00
2210341001006	5550152229	REDDI	MADE	12/05/2010	12/07/2010	Professional	PAY	12/07/2010	\$300.00
2210335001001	5550152229	REDDI	MADE	10/11/2010	10/11/2010	Outpatient	DENY	12/01/2010	\$150.00
5910323001001	5550152229	REDDI	MADE	11/02/2010	11/04/2010	Professional	PAY	11/19/2010	\$300.00
2210323001001	5550152229	REDDI	MADE	11/02/2010	11/03/2010	Professional	PAY	11/19/2010	\$200.00
2210295001001	5550152229	REDDI	MADE	10/22/2010	10/22/2010	Professional	PAY	10/22/2010	\$100.00
2211101001001	5550152229	REDDI	MADE	01/16/2011	01/16/2011	Professional	SUSPEND	0	\$124.00
2311084001002	5550152229	REDDI	MADE	12/17/2010	12/17/2010	Professional	SUSPEND	0	\$100.00
2210341001009	5550152229	REDDI	MADE	12/05/2010	12/07/2010	Professional	SUSPEND	0	\$300.00
5911101001007	5550152229	REDDI	MADE	11/23/2010	11/23/2010	Professional	SUSPEND	0	\$200.00
2210323001007	5550152229	REDDI	MADE	11/16/2010	11/17/2010	Professional	SUSPEND	0	\$300.00

< Previous 1 2

Figure 15 Claim Search and Search Results Panels

You can select a different claim or change the search parameters to perform a new search.

1.3.3 Return to the Claim Search Panel

1. To return to the Claim Search panel and perform a new search, click **New Search**.

Next Search By: ICN

Figure 16 New Search Button

The Claim Search panel will be displayed.

Claim Search

Required fields are indicated with an asterisk (*).

Provider ID : 1234567890 NPI

Internal Control Number(ICN) Rendering Provider ID

Member ID Claim Type

Old Internal Control Number(ICN) Status

From Date of Service Date Paid

To Date of Service Amount Billed \$0.00

Figure 17 Claim Search Panel