ForwardHealth Portal Claim Search

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of **HEALTH SERVICES**

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, and claim status.

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.

Figure 2 Claims Page

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

Figure 3 Claim Search Panel

Note: The following steps apply to all claim searches, regardless of the type of claim for which the user is 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.

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 (for example, 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 (*).

Field	Value		Field	Value	
ICN	2222229001012		Rendering Provider	0123456789	NPI [Search]
Provider ID	0123456789 NPI		Referring Provider 1	5555555555	NPI [Search]
Member ID*	1234567890		Referring Provider 2		[Search]
Last Name	MEMBER		Medicare Disclaimer	no disclaimer ▾	
First Name, MI	IMA		Other Insurance Indicator	▾	
Date of Birth	05/05/1995				
Patient Account #			Total Charge*	$370.00	
Medical Record Number			Other Insurance Amount	$0.00	
SOI Date			Total Amount Paid	$64.52	
			Net Difference		

Diagnosis Condition Medicare Anesthesia Other Insurance

Detail

Line Number	From Date of Service	To Date of Service	Procedure Code	Mod1	Mod2	Mod3	Mod4	Status	Units	Charge
1	05/03/2022	05/03/2022	80051	TC				PAY	1.00	$75.00
2	05/03/2022	05/03/2022	80051	26				PAY	1.00	$75.00
3	05/01/2022	05/01/2022	80424	TC				PAY	1.00	$220.00
4	05/01/2022	05/01/2022	80424	91	26			DENY	1.00	$0.00

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

Field			Field		
Line Number			Rendering Provider		[Search]
From Date of Service			Referring Provider 1		[Search]
To Date of Service			Referring Provider 2		[Search]
Procedure Code	[Search]		Ordering Provider		[Search]
Modifiers	[Search] [Search] [Search] [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)

Field	Value		Field	Value	
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.

Field	Value
Attachment Control Number	
Description	

Delete   Add

Claim Status Information

Field	Value
Claim Status	PAY
Claim ICN	2222229001012
Paid Date	08/17/2022
Paid Amount	$64.52

EOB Information

Detail Number	Code	Description
0	9817	Per policy, ForwardHealth used the billing provider enrollment to determine rei
1	9817	Per policy, ForwardHealth used the billing provider enrollment to determine rei
1	9918	Pricing Adjustment - Maximum allowable fee pricing applied.
2	9817	Per policy, ForwardHealth used the billing provider enrollment to determine rei
2	9918	Pricing Adjustment - Maximum allowable fee pricing applied.
3	9817	Per policy, ForwardHealth used the billing provider enrollment to determine rei
3	9918	Pricing Adjustment - Maximum allowable fee pricing applied.
4	9817	Per policy, ForwardHealth used the billing provider enrollment to determine rei
4	0221	The detail billed amount is required.

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. Users can enter information in a single field to broaden the search results or in several fields to narrow the search results.
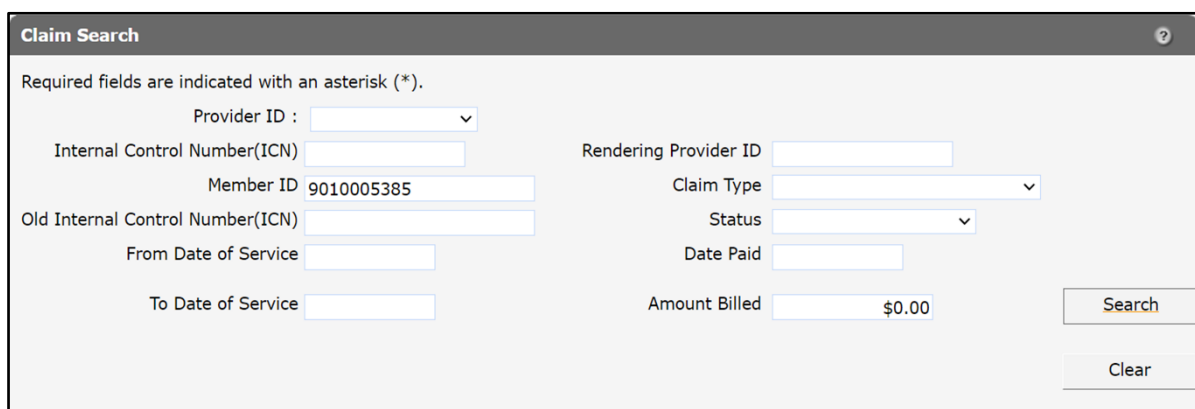
For example, to review all claims for a specific rendering provider, enter the provider's ID in the Rendering Provider ID field and click **Search**. To view the claims for a rendering provider during a certain time period, enter dates of service in the From Date of Service and To Date of Service fields 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.

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 the Search by Internal Control Number section of this instruction sheet.

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

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 the user holds the cursor over the column, it will show whether or not the column is sorted and, if so, how it is sorted.

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.

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.

Figure 11 Claim Search Bar

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

- Perform a new search using an ICN.

- 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 the Claim Search Panel

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

Figure 13 New Search Button

The Claim Search panel will be displayed.

Figure 14 Claim Search Panel