

# Instruction Sheet

## ForwardHealth Portal Claim Search

September 12, 2022



# 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.

## Claims

**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.

**User Guides**

- [Portal User Guides](#)

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 : <input style="width: 100%;" type="text" value="1234567890 NPI"/>	
Internal Control Number(ICN) <input style="width: 100%;" type="text"/>	Rendering Provider ID <input style="width: 100%;" type="text"/>
Member ID <input style="width: 100%;" type="text"/>	Claim Type <input style="width: 100%;" type="text"/>
Old Internal Control Number(ICN) <input style="width: 100%;" type="text"/>	Status <input style="width: 100%;" type="text"/>
From Date of Service <input style="width: 100%;" type="text"/>	Date Paid <input style="width: 100%;" type="text"/>
To Date of Service <input style="width: 100%;" type="text"/>	Amount Billed <input style="width: 100%;" type="text" value="\$0.00"/>
<input type="button" value="Search"/>	
<input type="button" value="Clear"/>	

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.

**Claim Search**

Required fields are indicated with an asterisk (\*).

Provider ID : 1234567890 NPI

Internal Control Number(ICN) 222229001012

Member ID

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

Search

Clear

**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 (\*).

ICN 222229001012	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 JMA	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.

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)

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 222229001012
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.

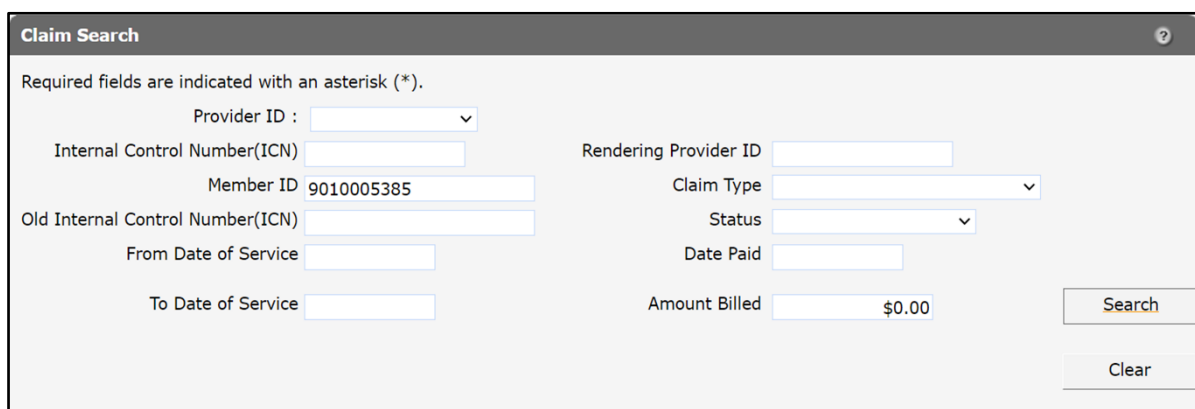
For example, to review all claims for a specific rendering provider, enter the provider's ID in the Rendering Provider ID field and click **Search**. To view the claims for a rendering provider during a certain time period, enter dates of service in the From Date of Service and To Date of Service fields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



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

- Provider ID: (dropdown menu)
- Internal Control Number(ICN): (text input)
- Member ID: 9010005385
- Old Internal Control Number(ICN): (text input)
- From Date of Service: (text input)
- To Date of Service: (text input)
- Rendering Provider ID: (text input)
- Claim Type: (dropdown menu)
- Status: (dropdown menu)
- Date Paid: (text input)
- 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 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.

**Claim Search**

Required fields are indicated with an asterisk (\*).

Provider ID :

Internal Control Number(ICN)  Rendering Provider ID

Member ID 7208361878 Claim Type

Old Internal Control Number(ICN)  Status

From Date of Service  Date Paid

To Date of Service  Amount Billed

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**Search Results**

ICN/Old ICN	Claim Sequence	Adjustment Status	Original ICN	Member ID	Member First Name	Member Last Name	From Date of Service	To Date of Service	Claim Type	Status	Date Paid	Amount Billed
222224001027				7208361878	TRNSPLNT C	KARP	01/18/2022	01/29/2022	Inpatient	PAY	08/19/2022	\$10,000.00
2222213001005				7208361878	TRNSPLNT C	KARP	01/10/2022	01/12/2022	Inpatient	PAY	08/11/2022	\$10,000.00
5922213001002	2		2222213001003	7208361878	TRNSPLNT C	KARP	08/11/2021	08/12/2021	Inpatient	DENY	08/01/2022	\$10,000.00
2222213001003	1	Adjusted		7208361878	TRNSPLNT C	KARP	08/11/2021	08/12/2021	Inpatient	PAY	08/01/2022	\$10,000.00
2222213001004				7208361878	TRNSPLNT C	KARP	08/11/2021	08/12/2021	Inpatient	PAY	08/01/2022	\$10,000.00
2222146001023				7208361878	TRNSPLNT C	KARP	08/01/2021	08/02/2021	Inpatient	PAY	05/26/2022	\$10,000.00
2222144001067	1	Adjusted		7208361878	TRNSPLNT C	KARP	08/01/2021	08/02/2021	Inpatient	PAY	05/25/2022	\$10,000.00
5922145001003	2		2222144001067	7208361878	TRNSPLNT C	KARP	08/01/2021	08/02/2021	Inpatient	DENY	05/25/2022	\$10,000.00
2222142001003				7208361878	TRNSPLNT C	KARP	05/01/2022	05/02/2022	Inpatient	PAY	05/23/2022	\$10,000.00
2222213001002				7208361878	TRNSPLNT C	KARP	09/01/2021	09/01/2021	Inpatient	SUSPEND	0	\$10,000.00

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.

From Date of Service	To Date of Service	Claim Type	Status	Date Paid
02/15/2011	02/15/2011	Professional	DENY	03/25/2011
02/15/2011	02/15/2011	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	Claim	Adjustment	Original	Member ID	Member	Member	From Date	To Date	Claim Type	Status	Date Paid	Amount Billed	
	Sequence	Status	ICN		First Name	Last Name	of Service	of Service					
2222234001009				9010005384	RELEASE	JAN	08/15/2022	08/15/2022	Outpatient Xover	PAY	08/22/2022	\$200.00	
2222152001016				9010005384	RELEASE	JAN	05/22/2022	05/22/2022	Outpatient Xover	PAY	06/01/2022	\$200.00	
2222097001006				9010005384	RELEASE	JAN	01/07/2022	01/07/2022	Outpatient Xover	DENY	04/08/2022	\$200.00	
2222097001009				9010005384	RELEASE	JAN	01/22/2022	01/22/2022	Outpatient Xover	PAY	04/07/2022	\$200.00	
2222097001007				9010005384	RELEASE	JAN	01/17/2022	01/17/2022	Outpatient Xover	DENY	04/07/2022	\$200.00	
2222090001032				9010005384	RELEASE	JAN	01/17/2022	01/17/2022	Outpatient Xover	PAY	04/01/2022	\$200.00	
2222090001034				9010005384	RELEASE	JAN	01/07/2022	01/07/2022	Outpatient Xover	PAY	04/01/2022	\$200.00	
2221349001032				9010005384	RELEASE	JAN	11/27/2021	11/27/2021	Outpatient Xover	PAY	12/15/2021	\$200.00	
2221312001026				9010005384	RELEASE	JAN	11/05/2021	11/05/2021	Outpatient Xover	PAY	11/08/2021	\$200.00	
2221214001013				9010005384	RELEASE	JAN	07/29/2021	07/29/2021	Outpatient Xover	PAY	08/02/2021	\$200.00	
2221117001011				9010005384	RELEASE	JAN	04/25/2021	04/25/2021	Outpatient Xover	PAY	04/27/2021	\$200.00	
2221069001025				9010005384	RELEASE	JAN	01/25/2021	01/25/2021	Outpatient Xover	PAY	03/10/2021	\$200.00	
2220338001042				9010005384	RELEASE	JAN	11/27/2020	11/27/2020	Outpatient Xover	PAY	12/03/2020	\$200.00	
2220310001004				9010005384	RELEASE	JAN	11/04/2020	11/04/2020	Outpatient Xover	PAY	11/05/2020	\$200.00	
2220224001031				9010005384	RELEASE	JAN	08/09/2020	08/09/2020	Outpatient Xover	PAY	08/11/2020	\$200.00	
5920142001007	2		2220107001045	9010005384	RELEASE	JAN	03/26/2020	03/26/2020	Outpatient	DENY	05/21/2020	\$100.00	
2220142001025				9010005384	RELEASE	JAN	03/26/2020	03/26/2020	Outpatient	PAY	05/21/2020	\$200.00	
2220142001023	1	Adjusted		9010005384	RELEASE	JAN	03/26/2020	03/26/2020	Outpatient	PAY	05/21/2020	\$200.00	
5920142001008	2		2220142001023	9010005384	RELEASE	JAN	03/26/2020	03/26/2020	Outpatient	DENY	05/21/2020	\$200.00	
2220140001015	1	Adjusted		9010005384	RELEASE	JAN	05/01/2020	05/01/2020	Outpatient	PAY	05/19/2020	\$130.00	
2220140001042				9010005384	RELEASE	JAN	05/01/2020	05/01/2020	Outpatient	PAY	05/19/2020	\$110.00	
5920140001014	2		2220140001015	9010005384	RELEASE	JAN	05/01/2020	05/01/2020	Outpatient	DENY	05/19/2020	\$130.00	
2220107001047				9010005384	RELEASE	JAN	03/30/2020	03/30/2020	Outpatient	DENY	04/16/2020	\$200.00	
2220107001048				9010005384	RELEASE	JAN	03/30/2020	03/30/2020	Outpatient	DENY	04/16/2020	\$200.00	
2220107001050				9010005384	RELEASE	JAN	03/30/2020	03/30/2020	Outpatient	PAY	04/16/2020	\$200.00	

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.

Next Search By: ICN

**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**.

Next Search By: ICN

**Figure 13** 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) <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 14** Claim Search Panel