

ForwardHealth Portal Claim Status Information

September 12, 2022

Instruction Sheet



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Claim Status Information

Through the claim search function available on the ForwardHealth Portal, users can view the current status of a claim. On the Claim Search panel, users have the option to search for a claim based on various criteria. For example, users can view all claims with a particular status by selecting a status (pay, deny, suspend) from the Status drop-down menu.

To view the status of a claim, complete the following steps:

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

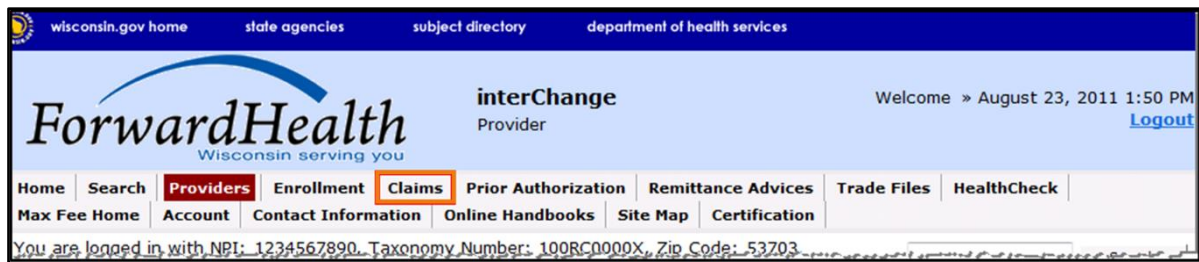


Figure 1 Main Menu

The Claims page will be displayed.

Claims
User Guides
• [Portal 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 page 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 Page

3. Search for a claim by following the procedures in the ForwardHealth Portal Claim Search Instruction Sheet, which is located on the [Portal User Guides page](#) of the ForwardHealth Portal.

- When the applicable claim is open, scroll to the Claim Status Information and EOB Information panels located at the bottom of the page.

The Claim Status Information panel displays information based on the claim's status.

If the claim was priced using a diagnosis-related grouping system, the DRG Results panel will also be displayed.

The EOB Information panel displays Explanation of Benefits (EOB) information related to the claim's status. A detail number of 0 reflects a header EOB, which pertains to the entire claim.

1.1 Pay Status

Claim Status Information		
Claim Status	PAY	
Claim ICN	00000000000000	
Paid Date	09/21/2016	
Paid Amount	\$12,177.66	
DRG Results		
DRG Code	975	
DRG Version	33	
SOI	0	
EOB Information		
Detail Number	Code	Description
0	9816	Pricing Adjustment - Payment amount increased based on hospital access payment
0	9008	Pricing Adjustment - Payment amount decreased based on Pay for Performance poli
0	9932	Pricing Adjustment - DRG pricing applied.
1	9932	Pricing Adjustment - DRG pricing applied.

Buttons: Cancel, Adjust, Void, Copy claim

Figure 4 Claim Status Information, DRG Results, and EOB Information Panels

For claims with a *Pay* status, the Paid Date field indicates the date of the financial cycle to which the claim was assigned. This is also the date the payment was processed.

A paid date of 0 (or a blank Paid Date field) indicates that the claim has not yet been processed through a financial cycle. No action is needed by the provider. A paid date will be assigned when the claim completes the financial cycle processing.

If diagnosis-related grouping was used to price the claim, the DRG Results panel will show the DRG code, DRG version, and severity of illness (SOI) indicator.

The following buttons will be displayed at the bottom of the EOB Information panel for claims in a *Pay* status:

- **Cancel**—Used to cancel any changes made to the claim since the last submission. This button is only used to cancel editing made to the claim; it does not cancel the claim in the system.

- Adjust—Used to make adjustments to a paid claim. For information about adjusting a claim, refer to the ForwardHealth Portal Adjusting a Claim Instruction Sheet on the [Portal User Guides page](#).
- Void—Used to undo a paid claim that has not been previously adjusted or voided. For information about voiding a claim, refer to the ForwardHealth Portal Voiding a Claim Instruction Sheet on the [Portal User Guides page](#).
- Copy Claim—Used to copy the information on the current claim to submit another similar claim. For information about copying a claim, refer to the ForwardHealth Portal Copying a Claim Instruction Sheet on the [Portal User Guides page](#).

Note: Only claims in a Pay status can be copied or adjusted. If a claim has been previously adjusted, the Void and Adjust buttons will not be displayed.

1.2 Deny Status

Claim Status Information		
Claim Status	DENY	
Claim ICN	2211244001007	
Denied Date	09/01/2011	
Paid Amount	\$0.00	
EOB Information		
Detail Number	Code	Description
0	1265	The Admit Type code is required.
0	1291	Valid Source of Admission is required.
0	0232	Source of Admit is missing or invalid.
0	1143	Accommodation Code(s) is not payable.
		<input type="button" value="re-submit"/> <input type="button" value="Cancel"/>

Figure 5 Claim Status Information and EOB Information Panels

The re-submit button will be displayed at the bottom of the EOB Information panel for claims in a *Deny* status. The re-submit button can be used to resubmit a claim after making corrections or entering new information on the claim page. For more information on resubmitting denied claims, refer to the ForwardHealth Portal Resubmitting a Denied Claim Instruction Sheet on the [Portal User Guides page](#).

Claim Status Information		
Claim Status	SUSPEND	
Claim ICN	2211024001008	
Paid Amount	\$0.00	
EOB Information		
Detail Number	Code	Description
0	9817	Billing provider number was used to adjudicate the service(s)
1	9817	Billing provider number was used to adjudicate the service(s)
1	0000	This claim/service is pending for program review.

Figure 6 Claim Status Information and EOB Information Panels

1.3 Suspend Status

A *Suspend* status indicates that the claim is awaiting further review by ForwardHealth before a decision is made on how the claim will be adjudicated.

1.4 Adjusted Claims

On claims that involve an adjustment, the Adjustment Information panel will be displayed *above* the Claim Status Information panel.

On the original claim, the Adjustment Information panel will display the internal control number (ICN) of the adjustment claim, the claim sequence, adjustment status, date that the adjustment was made, claim status, paid amount, and net difference. For additional information regarding the net difference and adjustment net difference panel, refer to the [ForwardHealth Portal Adjusting a Claim Instruction Sheet](#).

Adjustment Information						
Original ICN	Claim Sequence	Adjustment Status	Date Adjusted	Claim Status	Paid Amount	Net Difference
2222228001014	1	Adjusted	08/16/2022	PAY	\$51.00	\$10.00
5922228001006	2		08/16/2022	PAY	\$61.00	

Claim Status Information	
Claim Status	PAY
Claim ICN	2222228001014 ← Original Claim
Paid Date	08/16/2022
Paid Amount	\$51.00

EOB Information		
Detail Number	Code	Description
1	9819	EAPG pricing applied.
1	9959	Pricing Adjustment - Claim has pricing greater than billed cutback amount appli
1	9907	Pricing Adjustment - Prior TPL Payment applied.
1	9816	Pricing Adjustment - Payment amount increased based on hospital access payment

Figure 7 Adjustment Information Panel

On a claim that was the result of an adjustment, the Adjustment Information panel will display the ICN of the original claim, the claim sequence, adjustment status, date that the adjustment was made, claim status, paid amount, and net difference.

Adjustment Information

Original ICN	Claim Sequence	Adjustment Status	Date Adjusted	Claim Status	Paid Amount	Net Difference
2222228001014	1	Adjusted	08/16/2022	PAY	\$51.00	\$10.00
5922228001006	2		08/16/2022	PAY	\$61.00	

Claim Status Information

Claim Status:

Claim ICN: ← Adjustment Claim

Paid Date:

Paid Amount:

EOB Information

Detail Number	Code	Description
1	9819	EAPG pricing applied.
1	9959	Pricing Adjustment - Claim has pricing greater than billed cutback amount appli
1	9907	Pricing Adjustment - Prior TPL Payment applied.
1	9816	Pricing Adjustment - Payment amount increased based on hospital access payment

Figure 8 Adjustment Information Panel

Clicking on the row containing the claim’s information in the Adjustment Information panel will display an information page for that claim number. Users can use this page to compare the claims and see how the related claim processed.