PROVIDER PORTAL: How to Check Claim Status

The new portal allows providers to check their claim status without having to wait for the remittance advice or EFT payments.


Go to the portal landing page and log in using your User ID and password.

If you do not have a User ID and password, click Register Now or see the JOB+AID “Registering on the Portal.”

If you have already logged in, skip to step 2.
2. Click on the **Claims** tab

3. Click on the **Search Claims** link
**4** Enter the **Claim ID** (13-digit number)

**NOTE:** If the Claim ID or the TCN (formerly known as ICN) is not available, complete the fields in the Beneficiary Information and Service Information fields: **Beneficiary ID, Date of Birth, Last Name, First Name, Service From** and **To** date, **Claim Type**, **Claim Status** and **Paid Date**.

**5** Click **Search**

**HINT:** The more information you enter, the better the search.
6 Scroll down to see search results
7 Click the + sign to see more service line information
Click the Claim ID link if you want to edit, copy, void, print preview or send an inquiry. These are the same steps PES users will follow to determine if their claim is paid, suspended or denied.

For more detailed information about how to edit, copy and void a claim, refer to the webinar “Submitting and Reviewing a Claim Form.”