

Check claims status and view EOBs*

ProvEd_0426_03

What you'll need to get started:

- A username and password to log in to your Provider Connection account.
- Access to claims data.
 - All Account Managers have access to claims data.
 - Account managers can enable claims access for Users at *Account Management > Manage user accounts*.
- You must be linked to the Tax ID and Provider ID (TIN/PIN) of the claim for which you are searching.

* The Explanation of Benefits (EOB) is a written explanation for a claim, including the servicing provider's name, date(s) of service and benefit coverage information.

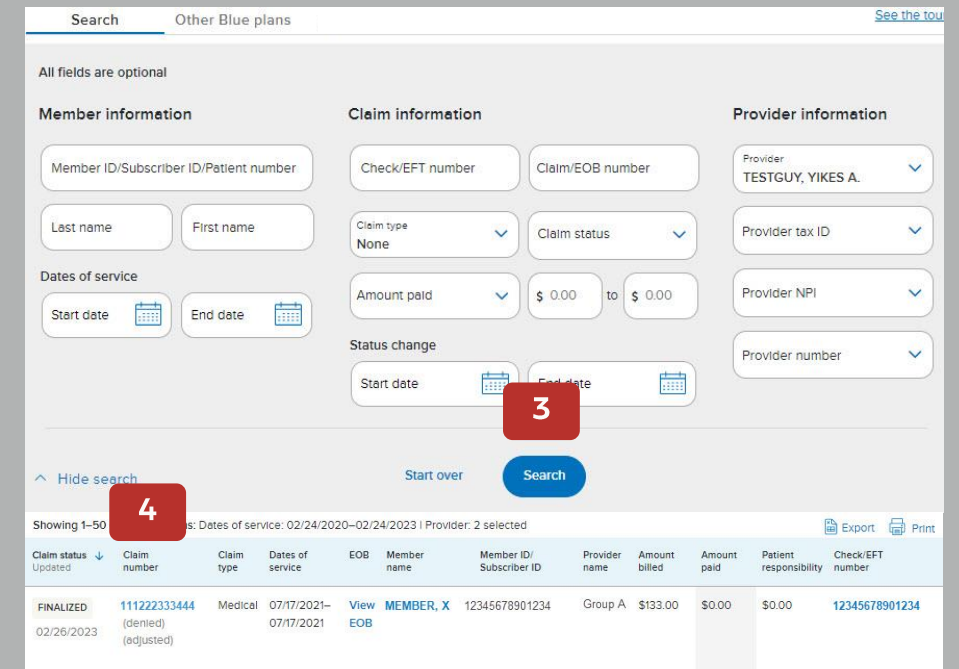
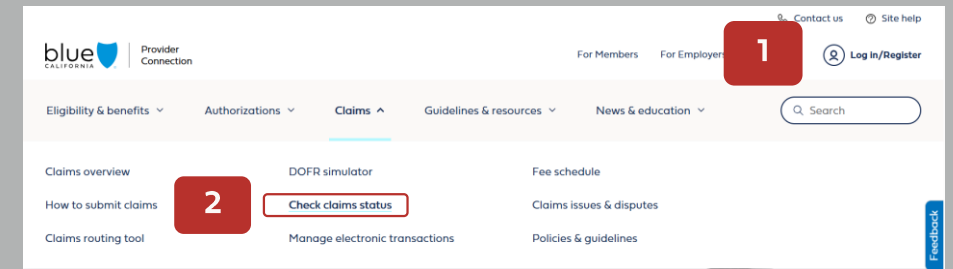


Instructions

1. Log in to www.blueshieldca.com/provider.
2. The *Check claims status* tool is available from the home page AND from the *Claims* section in the white navigation menu. Click that link, then click **Check claims status** from the drop-down menu.

The *Check claim status* screen displays with search fields at the top, and claims from the last three years below.

3. Enter data into one or more search field and click **Search**.
4. Results will display below the blue header. To sort in alphabetical or ascending/descending order, click the desired column header and the up/down arrow.



Instructions

5. Claim status is displayed in the first column of the search results.
6. From the search results, click the **Claim number** to view claim details including payment details, claim history if applicable, and claim messages and notes.
 - Once a claim has been reviewed and finalized, you can view the EOB from this page, or from the **View EOB** link in the Claim search results (see next step).
7. From the search results, click additional links to view the following:
 - **View EOB** – open the EOB for a claim.
 - **Member name** – view the member’s eligibility and benefit information.
 - **Check/EFT number** – view Check/EFT details. You can also download an EOB from this screen.

Showing 1–50 of

5 Claim status ↓
Updated

FINALIZED
02/26/2023

IN PROCESS
02/24/2023

IN PROCESS
02/24/2023

Showing 1–50 of 31,923 claims: Dates of service: 02/24/2020–02/24/2023 | Provider: 2 selected

Claim status Updated	Claim number	Claim type	Dates of service	EOB	Member name	Member ID/ Subscriber ID	Provider name	Amount billed	Amount paid	Patient responsibility	Check/EFT number
FINALIZED 02/26/2023	111222333444 (denied) (adjusted)	Medical	07/17/2021– 07/17/2021	View EOB	MEMBER, X	12345678901234	Group A	\$133.00	\$0.00	\$0.00	12345678901234

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