

How to View Submitted Claims:

The **Submitted Claims Page** contains claims that you have successfully submitted. If you are managing multiple organizations in your account, submitted claims will be listed by selecting each organization in the dropdown list. If you have multiple organizations, you can switch organizations by using the drop down list. You can also search across ALL organizations that you are managing by selecting 'Any'.

If you have multiple organizations but do not see one in the dropdown list, you can add an organization by using the **Manage Organizations** link on the left-hand navigation.

- To view submitted claims for your organization, start by selecting the correct organization in the dropdown list.
Note: If 'Any' is selected your search results will return all submitted claims for all organizations you are managing.
- You have the ability to only search submitted claims by specific billing month. Here you can also select 'Any' month, which will return all submitted claims for all months, per your organization selection.
- To narrow your search further, you have the ability to enter select "Advanced Search Options". This will display additional fields that you may search by. Enter **client first name, client last name, client ID, and/or Service Authorization #**. The more information you enter, the more defined your search results will be.

SUBMITTED CLAIMS:

- View, print, and download previously submitted electronic claims

Claims For Organization: Any

Billing Month: Please Select Month

Search Download Results [Advanced Search Options](#)

SUBMITTED CLAIMS:

- View, print, and download previously submitted electronic claims

Claims For Organization: Any

Billing Month: Please Select Month

Client First Name:

Client Last Name:

Client ID:

Service Authorization #:

Search Download Results [Hide Advanced Search Options](#)

- To complete your search, click **Search:**

- You will now be shown a list of claims that were successfully submitted. Claims will be organized by client Last Name, then Client First Name for the billing period selected. To view information for a Claim Number, click on the claim you would like to view; submitted information will appear on the right.

Please Note: When viewing submitted claims, the claim can no longer be edited.

The screenshot shows a search interface with the following fields: Organization (Any), Billing Month (Any), Client First Name, Client Last Name, Client ID, and Authorization #. A search button is present. Below the search fields, a list of 10 claims is displayed. The first claim is highlighted in blue. To the right, a detailed view for Claim: 50850135-1 is shown, including a print icon.

Showing 10 of undefined results	
JACKSON, MELANIE (45103697)	03/21/14 (OC)
JACKSON, MELANIE (45103697)	03/21/14 (OC)
JACKSON, MELANIE (45103697)	03/26/14 (OC)
JACKSON, MELANIE (45103697)	04/23/14 (OC)
OLSON, JAKE (03242530)	04/08/14 (OC)
TRAN, BARB (61351781)	04/08/14 (OC)
TRAN, PHAN (54015766)	FOR BILLING MARCH 2014 SERVICES (DY)
TRAN, PHAN (54015766)	FOR BILLING MARCH 2014 SERVICES (HR)
TRAN, PHAN (54015766)	PRIOR BILLING (DY)

Claim: 50850135-1	
Client Name	JACKSON, MELANIE
Client ID Number	45103697
Service Authorization	79703893
Service Code	4017
Service From Date	03/21/2014
Service Through Date	03/21/2014
Frequency	OC
Units	1
Rate	35
Total	35.00
Customer Obligation	0.00
DHHS Charge	35.00
Submitted On	03/28/2014

- If you want to print a submitted claim for your records; select the claim you want to print and click the printer icon. A print display box will display, which will allow you to print your claim.


The screenshot shows the 'Submitted Claims' window. The search fields are the same as in the previous screenshot. The first claim in the list is highlighted in blue. A red arrow points to this claim with the text 'Selected Claim'. Another red arrow points to the 'Print' icon in the detailed view for Claim: 50850135-1.

Showing 10 of undefined results	
JACKSON, MELANIE (45103697)	03/21/14 (OC)
JACKSON, MELANIE (45103697)	03/21/14 (OC)
JACKSON, MELANIE (45103697)	03/26/14 (OC)
JACKSON, MELANIE (45103697)	04/23/14 (OC)
OLSON, JAKE (03242530)	04/08/14 (OC)
TRAN, BARB (61351781)	04/08/14 (OC)
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Claim: 50850135-1	
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Units	1
Rate	35
Total	35.00
Customer Obligation	0.00
DHHS Charge	35.00
Submitted On	03/28/2014

How to Download Submitted Claims:

1. To download claims that were successfully submitted, start by selecting the correct organization in the dropdown list.
2. To download submitted claims in a specific billing period, select the correct month from the dropdown menu. You may choose to select ALL billing months by selecting 'Any'.



The screenshot shows a web interface titled "SUBMITTED CLAIMS:". Below the title is a bullet point: "View, print, and download previously submitted electronic claims". The interface contains a search form with the following fields: "Claims For Organization:" (dropdown menu set to "Any"), "Billing Month:" (dropdown menu set to "May, 2014"), "Client First Name:" (text input), "Client Last Name:" (text input), "Client ID:" (text input), and "Service Authorization #:" (text input). At the bottom of the form are two buttons: "Search" and "Download Results". A red arrow points to the "Download Results" button.

3. Click **Download Results** – results will open as a Microsoft Excel document.

Note: Results will return up to the last 2000 submitted claims. To minimize the time it takes to download your results, we recommend searching by specific months. If you choose to search multiple months and/or organizations, please allow additional time for your download to process.

How to View EOPs (Explanation of Payments):

The **EOPs (Explanations of Payments) Page** contains Explanation of Payments that have been generated for your organization. If you are managing multiple organizations in your account, EOPs will be listed by selecting each organization in the dropdown list. If you have multiple organizations, you can switch organizations by using the drop down list.

If you have multiple organizations but do not see one in the dropdown list, you can add an organization by using the **Manage Organizations** link on the left-hand navigation.

1. To view EOPs for your organization, start by selecting the correct organization in the dropdown list.

Note: If 'Any' is selected your search results will return all open EOPS for all organizations you are managing.

YOUR CLAIMS DOCUMENTS

Welcome
Latest news and updates from DHHS
▶ View Welcome Page

Open Claims
Claim Forms that have been recently created can be viewed, filled out and submitted here
▶ View Open Claims

Submitted Claims
Claim Forms that have been previously submitted can be viewed here for reference
▶ View Submitted Claims

EOPs (Explanation Of Payments)
Explanation Of Payments documents generated for your organization can be viewed here.
▶ View EOPs

Authorization Notices
Authorization Notices generated for your organization can be viewed here.
▶ View Notices

Manage Organizations
Add additional organizations to this account to view and submit their documents. (Org ID and PIN required)
▶ Manage Orgs

EOPS (EXPLANATION OF PAYMENTS)

This page provides the ability to:

- View EOPs (Explanation of Payments) generated for paid claims; and
- Print and save EOPs.

Please note: To view and save EOPs, you must have Adobe Reader. This can be downloaded at: <http://get.adobe.com/reader/>

EOPs For Organization: Any

IssueDate	EOP type	Payment Number	
04/02/2014	PAYMENT (ACH)	734750002	View
04/02/2014	PAYMENT (ACH)	734750008	View
03/28/2014	NONPAYMENT		View
03/28/2014	NONPAYMENT		View
03/28/2014	NONPAYMENT		View
03/21/2014	PAYMENT (ACH)	733950005	View

- To view an EOP, simply click the **View** button next to the EOP you wish to see. The document will open in a new window.

Please Note: Explanation of Payment documents are PDF documents and you must have Adobe Reader installed on your machine to view, save, or print the EOP.

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EOPs For Organization: Any

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04/02/2014	PAYMENT (ACH)	734750002	View
04/02/2014	PAYMENT (ACH)	734750008	View
03/28/2014	NONPAYMENT		View
03/28/2014	NONPAYMENT		View
03/28/2014	NONPAYMENT		View
03/21/2014	PAYMENT (ACH)	733950005	View

Here is an example of the PDF version of an EOP:

DEPARTMENT OF HEALTH AND HUMAN SERVICES	
FINANCE & SUPPORT – FINANCIAL SERVICES	
WARRANT # (DIRECT DEPOSIT/EFT #): 734750002	
ISSUE DATE: 04-02-2014	
PAYMENT AMOUNT: \$69.00	
EXPLANATION OF PAYMENTS TO PAYEE:	
JOHN DOE 123 ANY STREET ANY TOWN, NE 12345	
OWNER:	
DOE, JOHN	
A. ORIGINAL CLAIMS PROCESSED	
CLAIM # 92828252 PROVIDER # 15049373 HOLLAND, MANDI	
Line: 0002 Vr: 0001 Customer Name: JACKSON, JACK	Dates of Service: 02-10-2014/02-18-2014
Srv Auth: 89887373 Srv Cd: 9946 Service: PRESCHOOL CARE	Freq: HR Units: 23.00 Rate: 3.000
Total Chrg: 69.00 Red Amt: 0.00 Cust Oblig: 0.00 FICA: 0.00	BckUp Wh: 0.00 Prev Pd Amt: 0.00
Line Approved Amount: 69.00	
Claim Total: 69.00	
PAYMENT RECONCILIATION:	
Total Payments of Original and Adjusted Claims	69.00
Total Collections Applied to Overpayments	0.00
Total Payment to Provider	69.00