Department of Health & Human Services
DHHS
NEBRASKA

How to View Submitted Claims:

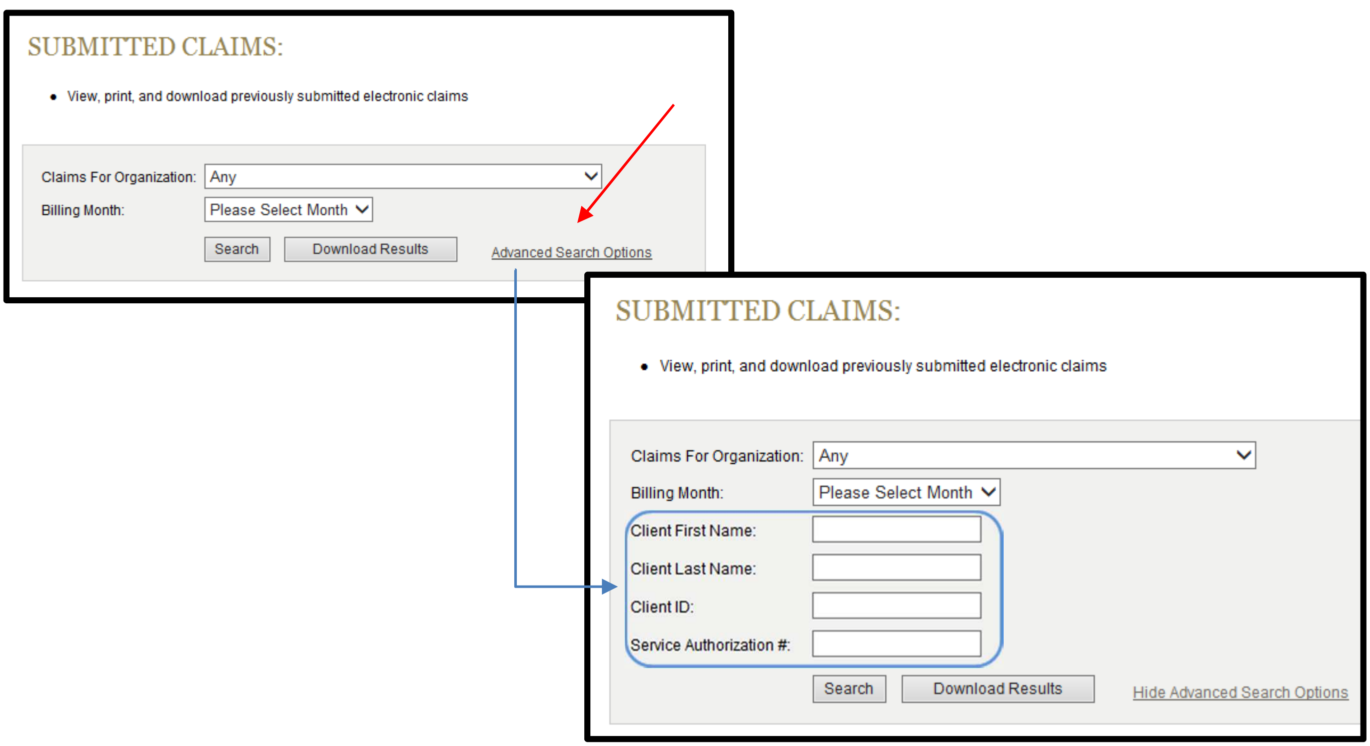
The ***Submitted Claims Page*** contains claims that you have successfully submitted. If you are managing multiple organizations in your account, submitted claims will be listed by selecting each organization in the dropdown list. If you have multiple organizations, you can switch organizations by using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

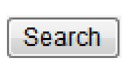
If you have multiple organizations but do not see one in the dropdown list, you can add an organization by using the ***Manage Organizations*** link on the left-hand navigation.

1. 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.

2. 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.

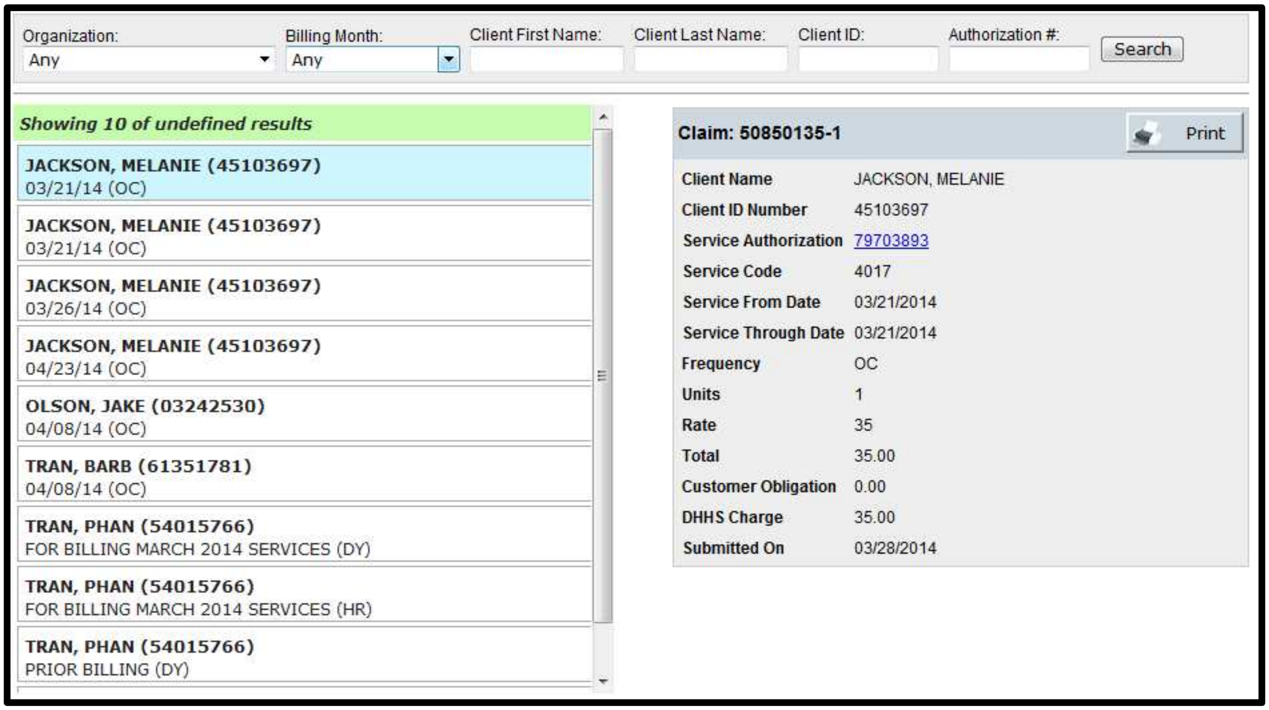
3. To narrow your search further, you have the ability to enter select "*Advanced Search Options*". This will display additional fields that you may search by. Enter **client first name**, **client last name**, **client ID**, and/or **Service Authorization #**. The more information you enter, the more defined your search results will be.



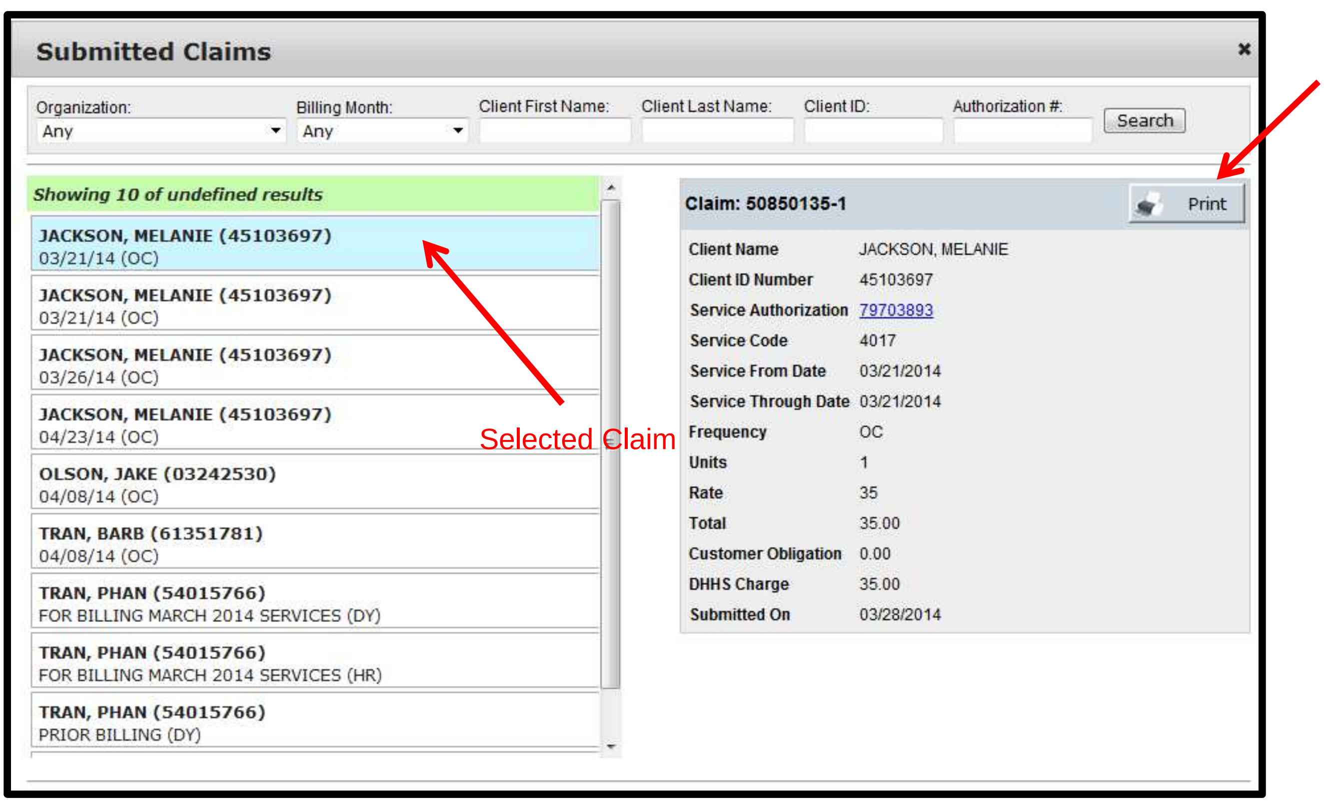
4. To complete your search, click ***Search:*** 

5. 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.*



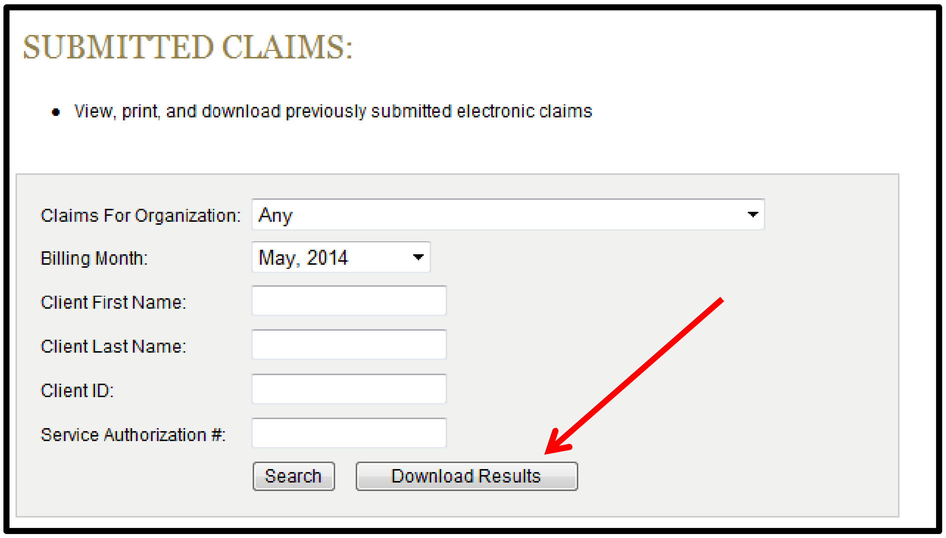
6. If you want to print a submitted claim for your records; select the claim you want to print and click the printer icon. A print display box will display, which will allow you to print your claim.



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 drop down menu. You may choose to select ALL billing months by selecting ‘Any’.



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.

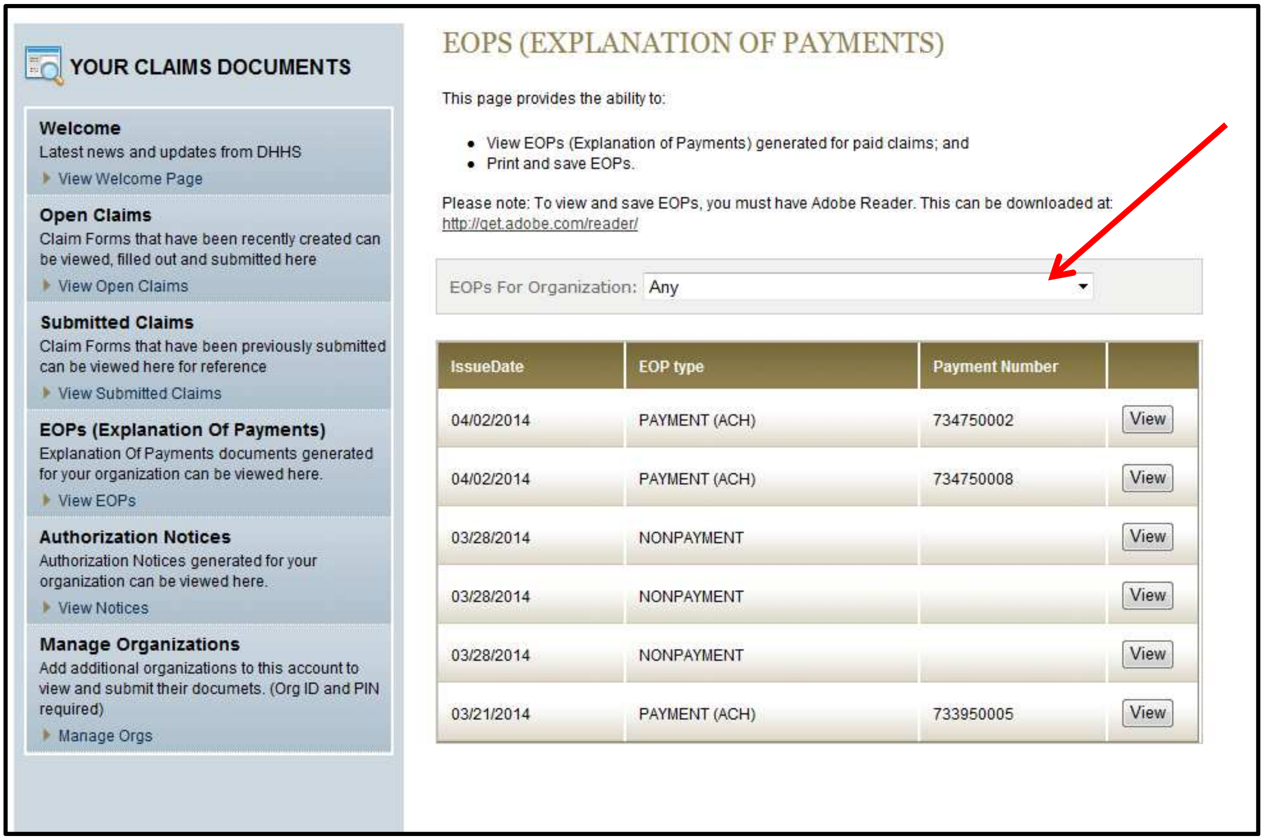
How to View EOPs (Explanation of Payments):

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.

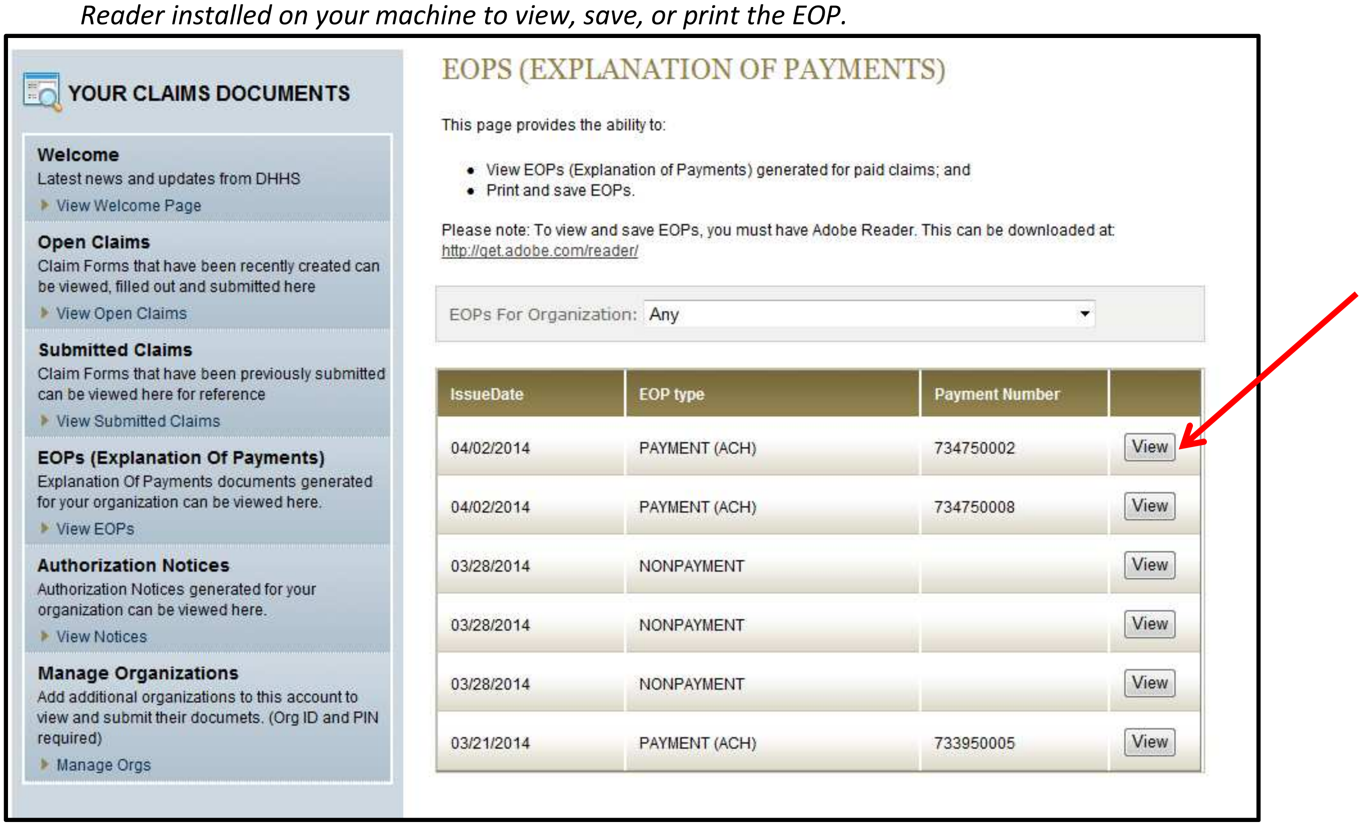
1. To view EOPs for your organization, start by selecting the correct organization in the dropdown list.

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



2. 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.*



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**