Check claims status and view EOBs*

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*.

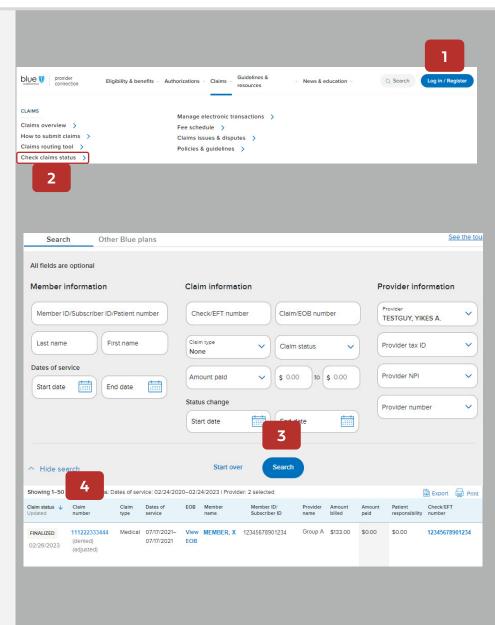- You must be linked to the Tax ID and Provider ID (TIN/PIN) of the claim for which you are searching.

* 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.

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.