

# 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](http://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.

The screenshot shows the provider portal interface. At the top right, a red box with the number '1' highlights the 'Log In / Register' button. Below the navigation menu, a red box with the number '2' highlights the 'Check claims status' link in the 'CLAIMS' section. The main search page features three columns of search fields: 'Member information', 'Claim information', and 'Provider information'. A red box with the number '3' highlights the 'Search' button. Below the search fields, a red box with the number '4' highlights the 'Showing 1-50' text. At the bottom, a table displays search results for a claim.

Claim status	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 Updated 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

# 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.

The screenshot shows a claims management interface. At the top, there's a filter for 'Claim status' with a dropdown arrow, labeled with a red '5'. Below this, three claim status cards are shown: 'FINALIZED' with date '02/26/2023', 'IN PROCESS' with date '02/24/2023', and another 'IN PROCESS' with date '02/24/2023'. Below the filters, a table of claims is displayed. The table has columns: Claim status, Claim number, Claim type, Dates of service, EOB, Member name, Member ID/Subscriber ID, Provider name, Amount billed, Amount paid, Patient responsibility, and Check/EFT number. A red '6' is placed over the 'Claim number' column header. A red '7' is placed over the 'Check/EFT number' column header. A red double-headed arrow points from the '7' to the 'View EOB' link in the 'EOB' column of the first row. The first row data is: FINALIZED, 111222333444 (denied) (adjusted), Medical, 07/17/2021-07/17/2021, View EOB, MEMBER, X, 12345678901234, Group A, \$133.00, \$0.00, \$0.00, 12345678901234. The interface also shows 'Showing 1-50 of 31,923 claims: Dates of service: 02/24/2020-02/24/2023 | Provider: 2 selected' and 'Export' and 'Print' buttons.