

# Claim status policy Frequently Asked Questions (FAQ)

## Where can providers find more information about getting a self-service account?

Check out any of the below resources for information on self-service, its function, registering and more:

[Provider self-service information](#)

[Provider self-service tutorial PowerPoint](#)

[Provider self-service account registration video](#)

## Where can I check to see if I am already registered for an account?

On the [login screen](#), select “Forgot User ID” and follow the steps.

## What claim-related functions can be performed in self-service?

Users can check claim status, search or submit claims, research claim denials, and check claim correspondence and remittance. Users can also sign up for email alerts when new notifications appear in the Claims Processing Center.

## Why might a provider or a clearinghouse have issues connecting with self-service?

Providers with overseas IP addresses (a unique address that identifies a device on the internet or a local network) will not have access to provider self-service, and those claim status inquiries will continue to be performed via the call center or the automated phone claims inquiry function per below. Clearinghouses cannot use self-service.

## Are there alternatives to claim status inquiries outside of a self-service account?

Yes, by using the automated claim inquiry at (800) 444-5445. Providers must have their TIN or NPI, sponsor ID or benefits number, patient’s DOB, claim number, date of service, and billed amount of claim when calling. Calls originating outside of the US should use the origin country’s exit code, and then dial (502) 318-9986. This phone number is not toll-free and you will be responsible for any call-related charges.

Note: Clearinghouses and overseas IP addresses will also be able to use this automated phone function.

## Can users inquire about claim status through secure messaging in self-service?

No, providers will be redirected back to self-service.

## What is a basic claim status inquiry?

It’s an inquiry into a basic claim status with a response that includes claim status, processed and paid dates, billed and allowed amounts, amount paid and more.

## Can providers still call with questions related to claims?

Yes. Any claims issues or questions not related to basic claim status will be answered via the call center.