

## Quick Reference Guide: Claims Status Inquiry

The Quick Reference Guide for claims status inquiries contains the steps users can take check the status of, correct or dispute a claim.

**Note:** Tufts Health Plan’s Provider Payment Dispute Policies are available in the [Resource Center](#) on the public Provider website.

### OVERVIEW

Registered users can view the status of a claim using the secure Provider portal. **Note:** Claims information is not available for CareLink when Cigna is the primary administrator of for CareLink – Shared Administration. A message for redirection will display.

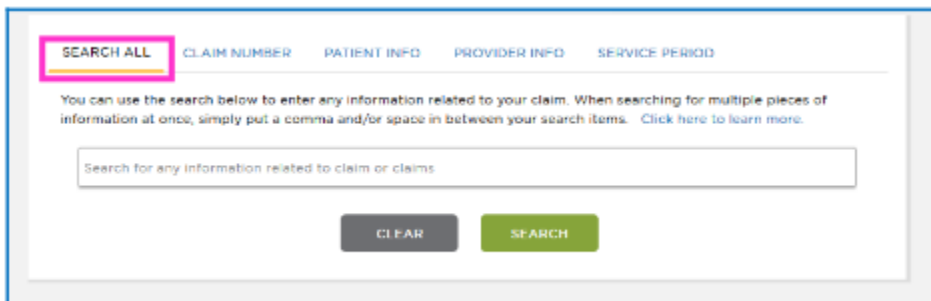
#### How to check the status of, correct or dispute a claim:

**Step 1:** Log on to the secure Provider [portal](#).

**Step 2:** From the main menu, click “Claims Inquiry, Rationale, & Adjustments.”



**Step 3:** Enter any information related to the claim(s) that you are inquiring about using the free form search. The claim results will display according to the search criteria used.



**Step 4:** Click the claim number to view the claim details.

Patient	Provider	Payee	Claim
WELLNESS, NOLLY 123456789 01 02/14/1965 Acct: # HNL-1234	EATON, BETH S., MD ID: 1234567890	EATON, BETH S., MD ID: 1234567890	<b>0123456ABCD</b> Amt. Billed: \$250.00 Status Cat: FI Start Dt: 08/08/2017 Adjusted?: NU
			Amt. Paid: \$225.00 Status Code: 65 Start Dt: 08/18/2017 Adjustable?: Adjust Claim