

# Real-time Claim Status & Electronic Claim Tracking

## Key Features



## Real-time Claim Status

- o Significantly reduces follow-up time and phone work for tracking unpaid claims
- o Real-time response accessed via the Internet
- o Easily print or view the results on your screen

**R**eal-time Claim Status provides immediate information on submitted claims directly from the payer's adjudication system. You no longer have to wonder where a claim is in the adjudication process once it leaves your office.

### Real-time Claim Status Features

- Response within seconds
- Quickly verify claim status information by accessing the payers adjudication system directly
- User-friendly Internet application
- Requires no software installation
- Easily viewed detailed report

### Real-time Claim Status Report

- Status of a claim—paid, pending, or denied
- General information—Provider Name, Tax ID, Payer, Pat. Account #, Patient Name, Claim, Date of Birth
- View claim detail information—Claim ID, Service Start Date, Service End Date, Claim Amount, Amount Paid to Provider, Claim Adjudication Date, Payment Method, Check Issue/EFT Effective Date, Check Number
- Reasons for rejected claims display in the comments section

#### Real-time Claim Status Report

The screenshot shows a web browser window with the URL <https://secure.enshealth.com/aphrodisia/serveNet/com.ens.aphrodisia.communication.AphrodisiaServlet>. The page title is "Real-time Claim Status Report" and it is for user "John Doe". The report includes the following sections:

**General Information**

Requesting Provider Name	Requesting Provider ID
DOE M, JOHN	00000002
Servicing Provider Name	Servicing Provider ID
DOE M, JOHN	00000002
Subscriber Name	Subscriber ID
DOE	123456789
Patient Date of Birth	Patient Gender
01-01-1972	Male

**Claims** | Summary | Services

**Claim Information**

Claim Number	Service Start Date	Service End Date
10-26-2004	12-30-2004	12-31-2004

Status Date	Claim Amount	Amount Paid to Provider
10-26-2004	\$275.00	\$200.00

Claim Adjudication Date	Payment Method Code
10-17-2004	CWK

Check Issue/EFT Effective Date	Check Number/EFT Trace Number
10-17-2004	00002514

**Claim Status - 1**

Category Code: F1  
Finalized/Payment - The claim/line has been paid.  
Status Code: 107  
Processing according to contract/plan provisions.

**Claim Status - 2**

Category Code: F4  
Finalized/Adjudication Completed - No payment forthcoming - The claim/encounter has been adjudicated and no further payments forthcoming.  
Status Code: 107  
Processing according to contract/plan provisions.

Buttons: Claim Status Request

For more information,  
call 800.341.6141 or  
visit [www.ENShealth.com](http://www.ENShealth.com).

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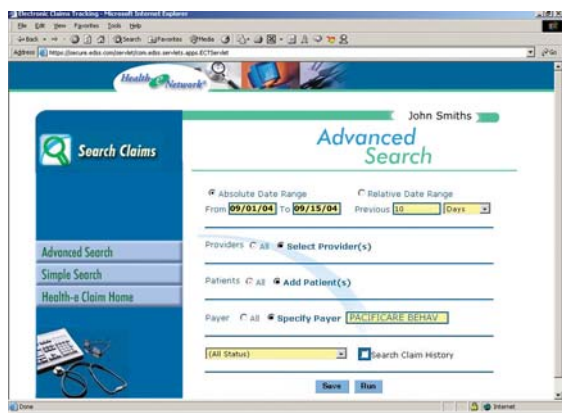
# Electronic Claim Tracking

No matter how you send claims to ENS, Electronic Claim Tracking (ECT) allows you to query or “track” each claim or group of claims submitted to ENS. ECT provides fast access to claim details and all tracking information generated after you submit your claims. ECT is a web-based query of your electronic and paper claims, allowing a quick search for any claim and ensuring receipt by payer—greatly reducing research time.

## Quick Search Options

- Easily search individual claim transactions
- Option to search for multiple claims simultaneously

### Advanced Search Option



### Search Results

Claim ID	Provider Name	Tax ID	Payer
M000001	John Smiths	987654321	Pacificare
Pat. Account #	Patient Name	Claim Total	Service Date Range
12345678	Joe Public	\$72.00	09/01/2004 - 09/14/2004
Action Date	Status	Comments	
09/07/2004 10:12 AM	Acknowledged by ENS		
09/07/2004 10:45 AM	Prepared for transmission by ENS		
09/07/2004 11:22 AM	Transmitted by ENS		
09/08/2004 11:57 AM	Acknowledged by Payer		

Claim ID	Provider Name	Tax ID	Payer
M000002	John Smiths	987654321	Pacificare
Pat. Account #	Patient Name	Claim Total	Service Date Range
12345678	Joe Public	\$72.00	09/01/2004 - 09/14/2004
Action Date	Status	Comments	
09/07/2004 10:12 AM	Acknowledged by ENS		
09/07/2004 10:58 AM	Prepared for transmission by ENS		
09/07/2004 12:22 AM	Transmitted by ENS		
09/08/2004 12:57 PM	Acknowledged by Payer		

## Advanced Search Options

### By Organization

- Select by ENS user identification number

### By Provider

- Select from the providers in your practice

### By Payer

- Select from the ENS payer list

### By Date

- Search by specific dates or by date range

### By Patient

- Enter a specific patient account number

### By Status

- Choose a specific claim status according to the response given by ENS, the gateway, or a payer

## ECT Search Results

- Results display information according to the query specified in quick or advanced searches
- Claim ID, Provider Name, Tax ID, Payer, Pat. Account #, Patient Name, Claim Total, Service Date Range, Action Date, and Status—returned within seconds
- Reasons for rejected claims display in the comments section

For more information,  
 call ENS at 800.341.6141  
 or visit [www.ENShealth.com](http://www.ENShealth.com).

