Real-time Claim Status & Electronic Claim Tracking

Key Features

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

Real-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 payer’s 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, pended, or denied
- General information—Provider Name, Tax ID, Payer, Patient 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

For more information, call 800.341.6141 or visit www.ENShealth.com.

ENS, Inc., an INGENIX company
7899 Lexington Drive, Suite 203
Colorado Springs, CO 80920
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 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.