

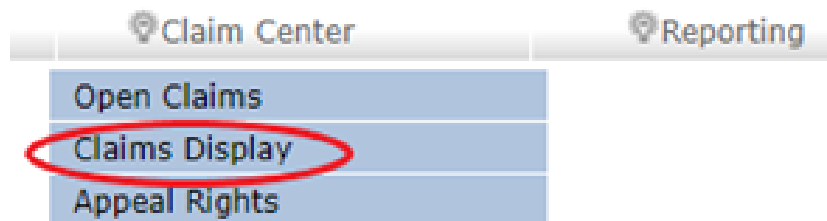


How To Check The Status Of A Claim On ActivHealthCare

- 1 Go to ActivHealthCare.com
- 2 On the navigation menu to the left, go to Provider Portal.



- 3 Select the state where your provider is in.
- 4 Log into your account on the Provider Portal Help Center.
- 5 Select "Open Claims" to view all of the claims ActivHealthCare shows open with your doctor.
- 6 To check on a specific claim, select "Claims Display".



- 7 Type the last name of your patient in the field and select "Go To".

Provider Claim Center

Enter Subscriber's Last Name to Search

Last Name:

Leave Last Name blank and press "Go to" to view all Subscribers on file.

- 8 Select the name of your patient when it pulls up.

Provider Claim Center
Select Subscriber Name to Continue

Subscriber Name
 [Redacted]
 [Redacted]
 [Redacted]
 [Redacted]

[Previous](#) [Next](#)

- 9 Select your patient's name once more.

Provider Claim Center
Choose a Patient to View

[Back to Member Selection](#)

Patient Name	Relationship
[Redacted]	SELF

[Back to Member Selection](#)

- 10 You will be taken to a page showing all claims for this patient that are on file with ActivHealthCare.
- If the status shows "Completed", it means the claim has been processed.

Status
Completed
Completed
Completed

- 11 You can click on a specific claim number to view the breakdown of how the claim processed.
- If a Remittance Advice is available, you will see an option to select it here. Click it and a new screen will open displaying your remittance advice.
 - If there is no Remittance Advice available, that means there has not been a check run and one will be completed on the following Wednesday.

Check Number / Date	Claim Status
ACH 12/30/20	Completed
Amount	Total Payments
	62.34

Remark Description