



PC Products

Input Guide for Claim Status Transactions

**Emdeon MAX[®], Emdeon
Assistant[®], and Emdeon
NetDirect[®]**

**Version 17.89
7.24.2017**

This publication is the proprietary property of Emdeon and is furnished solely for use pursuant to a license agreement giving the user the right to use the Emdeon product(s) referenced in this document. All uses of this document are subject to the terms of such license agreement. This document may not be used except as permitted by such license agreement or changed, copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine readable form without the prior consent of Emdeon. Copyright is held by Emdeon Business Services, LLC.

Emdeon is not liable for any losses or damages that result from the use of this material, including loss of profit or indirect, special, or consequential damages.

© 2017, Emdeon Business Services LLC, 3055 Lebanon Pike Suite 1000, Nashville, TN 37214.

All Rights Reserved. Printed in the USA.

Table of Contents

Overview	1
About This Guide	1
Customer Support	1
General Information	2
Requests	2
Determine the Transaction Type	2
Determine the Search Types	2
Enter the Search Data	3
Responses	6
Payer-Specific Information	7
Payer Details	7
AARP	7
Aetna	7
Aetna Administrator – Medicare Supplemental	7
Aetna Better Health of FL	7
Aetna Better Health – PA	7
Aetna Better Health of KY	7
Aetna Better Health of LA	7
Aetna Better Health of MO	8
Aetna Better Health of VA	8
Aetna Better Health of WV	8
Aetna Long Term Care	8
Aetna Senior Supplemental Insurance	8
Affinity Essentials	8
AGIA Inc	8
Alabama Medicaid	8
Allied Benefit Systems, Inc.	9
Alternative Insurance Resources, Inc.	9
American Community Mutual	9
American Family Insurance Group	9
American General Life and Accident	9
American Income Life Insurance Company	9
American National Insurance Company	9
American National Life Insurance Company of Texas	10
AmeriHealth Caritas Iowa	10
AmeriHealth Caritas Pennsylvania	10
Ameritas Dental Group	10
Anthem BlueCross of California	10
Avalon Administrative Service	10
Banner Health Plans	10
BCBS Arkansas	11
BCBS Colorado	11
BCBS Georgia	11
BCBS Illinois	11
BCBS Indiana	11
BCBS Kansas	11
BCBS Kansas City	11
BCBS LA Medicare Advantage	11
BCBS Massachusetts	12
BCBS Mississippi	12
BCBS Missouri	12
BCBS Nebraska	12
BCBS New Mexico	12

BCBS New Jersey (Horizon) -----	12
BCBS Ohio -----	12
BCBS Pennsylvania (Highmark) -----	13
BCBS South Carolina -----	13
BCBS Tennessee -----	13
BCBS Texas -----	13
BCBS Texas-Medicaid -----	13
BCBS Vermont -----	13
BCBS Virginia -----	13
BCBSMT Health Economic Livelihood Partnership -----	13
Best Life and Health -----	14
Better Health Plans of Tennessee -----	14
BlueCross Community Options -----	14
BlueCross Medicare Advantage -----	14
Bridgeway Health Solutions (Arizona) -----	14
Capital BlueCross -----	14
Care Improvement Plus -----	14
CarePlus Health Plan -----	15
CarePoint Medicare Advantage -----	15
CareSource Health -----	15
Carpenters Health and Welfare Trust Fund of St Louis -----	15
Subscriber Claim Status v1.0 Dependent Claim Status v1.0 -----	15
CeltiCare Health Plan -----	15
Central Reserve Life Insurance Company – Medicare Supplement -----	15
Central States Funds -----	15
Christie Student Health Plans -----	16
CHRISTUS Health Plan Medicaid -----	16
CHRISTUS Health Plan New Mexico Health Insurance Exchange -----	16
CHRISTUS Health Plan NM MA -----	16
Cigna -----	16
Colorado Medicaid -----	16
Community Care of Oklahoma -----	16
Concentrix Insurance Solutions -----	16
Consumer Mutual of Michigan -----	17
Continental General Life Insurance Company – Medicare Supplement -----	17
Cooperative Benefit Administrators -----	17
CoreSource -----	17
CountyCare -----	17
Coventry -----	17
Coventry/Dentex Dental -----	18
Create -----	18
CSA Fraternal Life – Medicare Supplement -----	18
Dell Childrens Health Plan -----	18
District No. 9, I. A. of M. & A. W. Welfare Trust -----	18
Diversified Administration Corp -----	18
Emblem Health -----	18
Essence Healthcare -----	18
Farm Bureau Health Plans -----	19
Federated Insurance Company -----	19
First Carolina Care -----	19
First Community Health Plan -----	19
First United American Insurance Company -----	19
Florida Medicaid -----	19
Fresenius Health Partners -----	19
Glassman -----	19
Globe Life and Accident Insurance Company -----	19
Government Employees Hospital Association (GEHA) -----	19
Great American Life Insurance Company – Medicare Supplement -----	20
Great-West Healthcare -----	20
Group and Pension Administrators -----	20
Group Dental Service -----	20
Health Choice of Arizona -----	20

Health Partners of Philadelphia -----	20
Health Services for Children with Special Needs -----	20
HEALTHe Exchange -----	20
Healthfirst of New Jersey -----	21
Healthfirst of New York -----	21
Healthplan Services – First Life & Health Insurance Company (New England Series)-----	21
HealthSmart Benefit Solutions-----	21
HealthSmart Benefit Solutions WV -----	21
HealthSpring-----	21
HMA -----	21
Hometown Health -----	21
Horizon New Jersey Health -----	22
HSBS Oklahoma City-----	22
Humana -----	22
Johns Hopkins HealthCare LLC -----	22
Kaiser Foundation Health Plan of Colorado -----	22
Kaiser NW Dental-----	22
Kempton Company -----	22
Kentucky Medicaid -----	23
Key Benefit Administrators -----	23
Key Benefit Administrators (Indianapolis, IN) -----	23
Keystone First -----	23
L.A. Care-----	23
Liberty National Life Insurance Company -----	23
LifeCare Assurance Company-----	23
Loyal American Life Insurance Company – Medicare Supplement-----	24
MagnaCare-----	24
Managed Health Network (MHN) -----	24
Massachusetts Medicaid-----	24
MDwise, Inc-----	24
Medi-Share -----	24
Medica -----	24
Medica Health Plans -----	24
MEDICA2-----	25
Medical Mutual of Ohio (MMO)-----	25
MegaLife Oklahoma City -----	25
MetroPlus Health Plan -----	25
Mississippi Medicaid -----	25
Mississippi State Employees’ Health Plan (SEHP) -----	25
Missouri Medicaid-----	25
MMSI -----	25
Molina Healthcare -----	26
Molina of Puerto Rico-----	26
Municipal Health Benefit Fund -----	26
Mutual Health Services-----	26
NaphCare, Inc. -----	26
National Association of Letter Carriers (NALC) -----	26
New Era Life Insurance Company. Includes the following two plan names: -----	27
- New Era Life Insurance of the Midwest-----	27
- Philadelphia American Life Insurance -----	27
New Mexico Medicaid-----	27
Nippon Life Benefits -----	27
North American Medical Management California -----	27
Northwest Administrators, Inc. -----	27
Oxford Health Plans -----	27
Pan-American Life Insurance -----	27
PacificSource Community Solutions -----	28
Passport Health Plan -----	28
Peoples Health-----	28
PerformCare -----	28
PHCS Savility Payers -----	28
Pittman and Associates -----	28

Planned Administrators, Inc. -----	29
Preferred Health Systems-----	29
Premera Blue Cross -----	29
Principal Financial -----	29
Provident American Life & Health Insurance Company — Medicare Supplement-----	29
QuikTrip Corporation -----	30
SAMBA Health Benefit Plan -----	30
Santa Clara Family Health Plan-----	30
Select Health of South Carolina -----	30
Selman and Company -----	30
Sharp Health Plan -----	30
Significa Benefit Services -----	30
SPJST — Medicare Supplement-----	31
Standard Life and Accident Insurance Company -----	31
Stonebridge Life Insurance Company -----	31
TexanPlus (North Texas Area)-----	31
TexanPlus (Southeast Texas Area)-----	31
Three Rivers Health Plan-----	31
Today's Options -----	31
Transamerica Financial Life Insurance Company -----	32
Transamerica Premier Life Insurance Company -----	32
Trillium Community Health Plan -----	32
Trustmark-----	32
UHC StudentResources -----	32
UMWA Health and Retirement Funds-----	32
Union Pacific Railroad Employes Health Systems-----	32
United American Insurance Company-----	32
United Teacher Associates Insurance Company — Medicare Supplement -----	33
UnitedHealthcare (UHC) -----	33
USAA — Medicare Supplemental-----	33
USFHP - St. Vincent Catholic Medical Centers of New York -----	33
Vermont Medicaid -----	33
Veterans Affairs Fee Basis Programs -----	33
Veterans Affairs Health Administration Center -----	34
VNS CHOICE Medicare -----	34
WEB-TPA, Inc. -----	34
Western Health Advantage -----	34
Western Southern Financial Group-----	34
Windsor Health Plan-----	34
Wyoming Medicaid -----	34
Plan Network IDs-----	36
Ameritas Dental Group Plans -----	36
Ameritas Life Insurance Company-----	36
First Ameritas of New York -----	36
Reliance Standard Life Insurance Company -----	36
First Reliance Standard Life Insurance Company-----	36
Standard Insurance Company -----	36
Standard Insurance Company of New York-----	36
CoreSource Plans -----	36
Coventry Plans -----	36
Health America of PA-----	36
CHC Georgia -----	36
CHC Virginia -----	36
CHC Louisiana -----	36
CHC West Virginia* -----	36
CHC of Carolinas -----	36
CHC Delaware -----	36
CHC Iowa -----	36
CHC Kansas / CHC Oklahoma -----	36
CHC Nebraska -----	36
CHC Illinois -----	36
CoventryCares of West Virginia -----	36

CHC of MO, MS, AK , TN -----	37
CHC Healthcare USA* -----	37
CoventryCares of Virginia* -----	37
CvtyNatnlAccts/UofMO/CvtyOne-----	37
Mail Handlers & FEHBP-----	37
CHC Altius Health Plan/CHC Nevada -----	37
CoventryCares of Michigan -----	37
CHC Texas -----	37
Vista-----	37
CoventryCares of Pennsylvania-----	37
CoventryCares of Nebraska* -----	37
CHC Florida -----	37
MHNET Behavioral Health-----	37
Aetna Better Health of Kentucky -----	37
*Medicaid Plans -----	37
Glassman Plans -----	37
Best Life and Health-----	37
AFTRA Health Fund-----	37
Molina Healthcare Plans -----	37
Molina CA (California) -----	37
Molina FL (Florida) -----	37
Molina MI (Michigan) -----	37
Molina NM (New Mexico)-----	37
Molina OH (Ohio)-----	37
Molina TX (Texas) -----	37
Molina UT (Utah) -----	37
Molina WA (Washington)-----	37
Molina WI (Wisconsin) -----	37
Principal Financial Plans -----	38
Principal Financial Life Insurance Company of America -----	38
Principal Financial – Nippon Life Insurance Company of America -----	38
Appendices-----	39
Appendix A: Reference Guides -----	39
Common Response Abbreviations-----	39
Country Codes-----	39
Emdeon MAX User’s Guide-----	39
Error Messages Dictionary -----	39
Insurance Types-----	39
Payer Maintenance Schedule -----	39
Index -----	40

Overview

About This Guide

This guide provides:

- General instructions for entering a claim status inquiry.
- Payer-specific input requirements and special considerations.

The section "[Payer Details](#)" on page 7 lists each claim status transaction by payer name, including any claim or service period date restrictions, special considerations, and a hyperlink to the appropriate response guide.

"[Appendix A: Reference Guides](#)" on page 39 lists additional reference materials.

For transactions other than claim status (for example, eligibility, referral inquiry, credit report, etc.), see the guides specific to those transactions.

Customer Support

Emdeon Customer Support

800.333.0263

customer.service@emdeon.com

General Information

Requests

Determine the Transaction Type

If all members of a plan have a unique member ID, regardless of their relationship to other family members covered under the same plan, you will have only one option as the claim status transaction type: **Claim Status**. If plan dependents have the same member ID as the plan subscriber, select **Subscriber Claim Status** if the claim is for the plan subscriber or **Dependent Claim Status** if the claim is for a plan dependent.

Determine the Search Types

Most claim status transactions provide only one search option, which typically consists of:

- ID and name of the information requester.
- ID and name of the service provider.
- Patient name, date of birth, and sometimes gender.
- For most dependent searches, the subscriber name is also required.

Additional claim data, such as the claim period begin and end dates or claim control number, is usually necessary to locate the correct claim.

Occasionally, the payer may allow more than one search option, for example:

- Provider and patient data plus the claim control number.
- Provider and patient data plus the total charge, period begin, and period end date.

Or:

- Medical Claims.
- Pharmacy Claims.

You must make sure that at least one search type is complete by verifying that there is data in every input field underscored by one single color (for example, all fields underscored by a black bar). If you want the Emdeon software to automatically initiate another search if the first search does not find the patient's record, make sure that you enter enough data to perform more than one search type (for example, there is data in input fields underscored by both black and red bars).

The query may also contain optional input fields (for example, middle initial, gender, or group number). In certain cases, these optional input fields may help the payer find the patient's record.

Be sure to read the help lines for each optional input field. This information will assist you in constructing your query.

If you enter data for more than one search type:

If you enter data for more than one search type, you enable Emdeon's SmartSearch™ feature. This feature causes the software to resend the query, using each different search type, until the patient's record is found. This process is referred to as a search cascade.

The SmartSearch cascade process works like this:

1. When the query is processed, the software sends the combination of data that is most likely to locate the patient's record.
2. If the database responds that the patient's record was not found, the software sends the combination of data which is the next most likely to locate the record.

3. If again the patient's record is not found, the process repeats until one of the following occurs:
 - The record is found.
 - All search types from the query have been sent.
 - Certain types of errors occur.
 - You cancel processing.

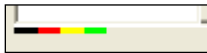
Enter the Search Data

Data Input Area

Requester ID	Requester Last	Requester First	Requester Middle	Svc Prov ID
6088999	Jones	Robert		5447729

The data input area contains the information Emdeon will use to query the payer's database. You can manually enter or change information, if necessary.

Color Bars



The color bars beneath input fields identify the input data required to complete each search type. All input fields with the same color bar compose a search type. For example, to complete entries for a search using provider and patient data plus the claim control number, you would need to make an entry in each input field that has a black color bar.

Note the following:

- The position of the color bar beneath an input field indicates the sequence in which the search will be conducted in the event of a SmartSearch cascade. The left-most position indicates that the input field is used in the highest priority search type. The next position from the left is for the second priority search type, and so on.
- The colors themselves also indicate the priority of the search type, in this sequence:
 - Black
 - Red
 - Yellow
 - Light green
 - Blue
 - White

Optional input fields do not have a color bar. The **Account #** and **Amount** input fields are always optional input fields that are not sent to the payer in the request. These input fields may be used for your internal use only. The account number is the number you have assigned to the account. The amount is the dollar amount applicable to the query.

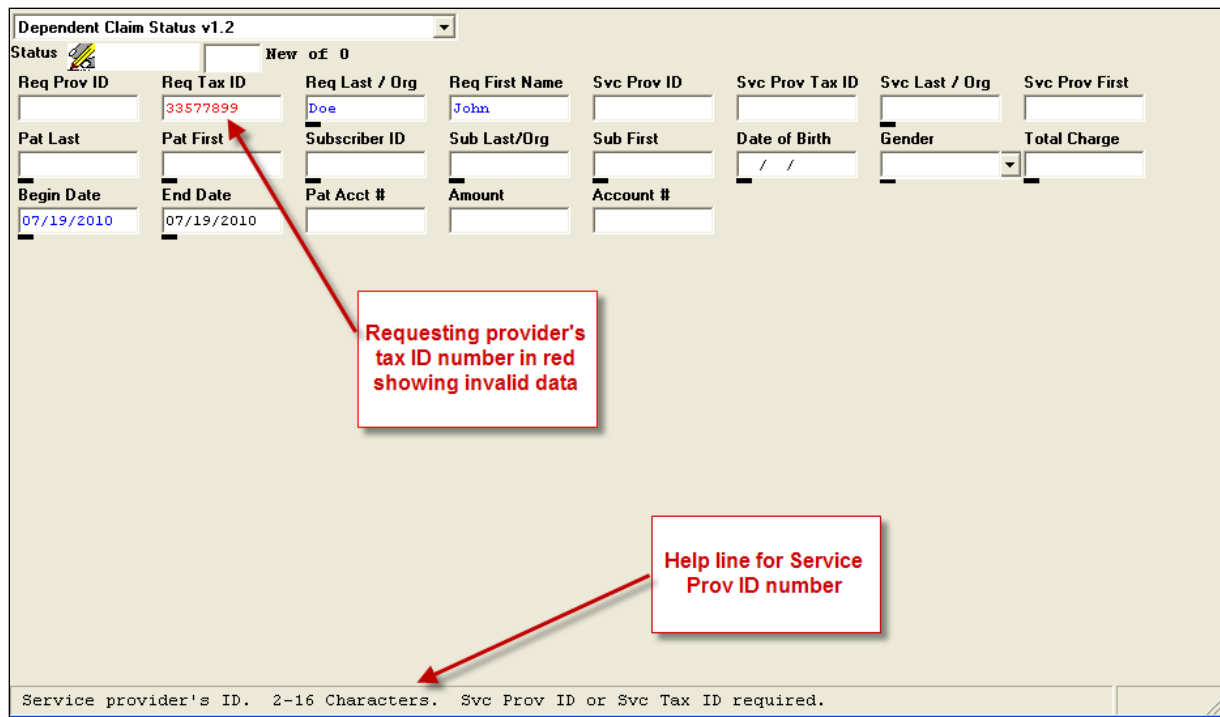
Text Color in Input Fields

The initial entry you make in an input field in a new query will be blue text if it is valid or red text if it is invalid (for example, letters in a numeric field or an entry that is the wrong length).


Black text indicates that you changed the original entry, but that the change is valid.

Help Line

For information about an input field in which the cursor is resting, consult the help line at the bottom of the screen. See the following example.



Dependent Claim Status v1.2

Status  New of 0

Req Prov ID	Req Tax ID	Req Last / Org	Req First Name	Svc Prov ID	Svc Prov Tax ID	Svc Last / Org	Svc Prov First
	33577899	Doe	John				
Pat Last	Pat First	Subscriber ID	Sub Last/Org	Sub First	Date of Birth	Gender	Total Charge
					/ /		
Begin Date	End Date	Pat Acct #	Amount	Account #			
07/19/2010	07/19/2010						

Service provider's ID. 2-16 Characters. Svc Prov ID or Svc Tax ID required.

Requesting and Service Provider Identifiers

Commonly, you are required to enter two provider identifiers: one for the requesting provider and one for the service provider.

Many payers allow either a provider ID or a tax ID to be used as the provider identifier. In this case, you will see an input field for each, but you are required to enter only one of them. Rest your cursor in one of the input fields, and note the entry requirements listed on the help line at the bottom of the screen.

As a provider ID, a payer may accept or require your National Provider Identifier, or they may accept your ETIN (Electronic Transmitter Identification Number) or your payer-assigned ID.

In order for you to use the NPI, the following conditions must exist:

- The payer must be ready to accept NPI. Consult our payer lists at www.emdeon.com/PayerLists/payerlists.php for this payer's NPI-readiness status.
- The provider must have fulfilled all of the payer's NPI registration requirements.

You can set up a default provider ID number or a drop-down list of frequently used provider IDs. For more information, see your product's user guide.

Claim Level versus Service Level Inquiries

Claim level inquiries allow you to inquire about the status of an entire claim.

Service level inquiries, when supported by the payer, allow you to inquire about the status of a specific line item in the claim (for example, a charge for a specific service or procedure performed). Payers who support service level inquiries generally allow you to inquire at the claim level as well, simply by not entering line level information.

Common Claim Level Input Fields

The majority of claim status transactions allow you to request the status of claims at the *claim level*, versus specific line items within the claim.

Common claim level input fields include:

- Claim control number: the control number the payer has assigned to the claim. It is recommended that you provide this information whenever possible because it is the most specific identifier of the claim.
- Total charge: the total dollar amount of the claim; recommended.
- Patient account number: your internal tracking number for the claim.
- Bill type: the institutional bill type submitted on the original claim. For institutional claims only.
- Medical record number: the medical record number submitted on the original claim; recommended.
- Claim period begin and end dates: the begin and end dates of service on the claim. Usually required for claim level inquiries. If the claim is for a single date, enter the same date as the begin and end date.
- Group number: can be a system location identifier or the plan group number. See the help line.
- Pharmacy prescription number: can be used for pharmacy claim status inquiries.

Common Service Level Input Fields

Common service level input fields include:

- Procedure code and modifiers.
- Line item charge amount.
- NUBC revenue code. For institutional claims only.
- Quantity or number of service units.
- Line item control number: control number assigned by the payer to the line item.
- Service line date or date range: typically the claim period dates are not required if the service line dates are provided.

Date Entries

Claim period and service line dates can be entered either in six-digit (mmddy) or eight-digit (mmdccyy) format.

If you enter a two-digit year, the software will convert the century, as follows, when you move off the date of service field:

- If the figure you enter is equal to or less than **20**, the century converts to a date in the 2000s. For example, if you enter **03**, the software converts the century to **2003**.
- If the figure you enter is greater than **20**, the century converts to a date in the 1900s. For example, if you enter **50**, the software converts the century to **1950**.

You must enter all eight digits for a date of birth.

Dates of Service Restrictions

The date of inquiry appears in the claim period date or service line date input fields by default. To accept the date of inquiry, press the **Tab** key to go to the next input field.

However, if you want to enter other dates, be aware that your payer may or may not have restrictions on the claim period or service line dates. To determine your payer's date restrictions, see "[Payer Details](#)" on page 7.

Dollar Amounts

An input field for a dollar amount places a static decimal point two decimal places to the left of the right-most two digits. Therefore, you must enter a cent value even for whole dollar amounts.

Bill Type

Some transactions may have an input field for the bill type. The bill type indicator may be found on UB92 record 40-4, paper form locator 4, or 837 claim in composite element CLM05.

Add New Button

In some cases, a query will allow you to enter several occurrences of an input field or group of input fields (such as procedure codes and modifiers), but only one instance of the input field is initially displayed. The presence of an **Add New** button beside the input field indicates that the additional input fields are hidden.

You can display additional occurrences of the field by clicking the **Add New** button.

Special Considerations

The payer may have guidelines for the information that you enter. For example, the claim control number may be an optional input field, but the payer may recommend that you enter the claim control number to narrow your search. To determine if there are any special considerations for the transaction, see "[Payer Details](#)" on page 7.

Responses

There are three types of claim status responses available through your product:

- A response using version 4 of Emdeon's standard response format.
- A response using version 5 of Emdeon's standard response format.
- A response that uses a non-standard format.

For information on the response used for each payer, see "[Payer Details](#)" on page 7. Here, the **Response Guide** column provides a hyperlink to the appropriate response guide.

The response guides are also available on your installation CD or on the Emdeon resource library at www.emdeon.com/resourcelibrary/#84; click **User Manuals**.

Payer-Specific Information

Payer Details

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
AARP Claim Status v1.0	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. If you enter the patient account number, you must enter the claim control number.	PC-v4-Standard-Claim-Status-Response.pdf
Aetna Subscriber Claim Status v2.0 Dependent Claim Status v2.0	Date span of up to 90 days.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Aetna Administrator – Medicare Supplemental Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of a tax ID as the service provider identifier. The requesting and servicing provider’s first names are required if the provider is a person.	PC-v5-Standard-Claim-Status-Response.pdf
Aetna Better Health of FL Claim Status v1.1	Any date on file. If no end date is entered, the ending date of service will default to the begin date.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting and service provider identifier. This payer permits use of a NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Aetna Better Health – PA Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Aetna Better Health of KY Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Aetna Better Health of LA Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Aetna Better Health of MO Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Aetna Better Health of VA Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Aetna Better Health of WV Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Aetna Long Term Care Claim Status v1.2	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number, total charge, or patient account number is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Aetna Senior Supplemental Insurance Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Affinity Essentials Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file. If no date is entered, the date of service will default to the current date.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the provider identifier. Entry if the tax ID is preferred, but if the NPI is submitted instead, it will be used.	PC-v5-Standard-Claim-Status-Response.pdf
AGIA Inc Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file. If no date is entered, the date of service will default to the current date.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Alabama Medicaid Claim Status v1.1	Any date on file.	This payer supports medical and pharmacy claims inquiries. For medical claims, entry of the claim control number is recommended. For pharmacy claims, entry of the line item control number, line item quantity, and claim control number is recommended.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Allied Benefit Systems, Inc. Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Alternative Insurance Resources, Inc. Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file. If no date is entered, the date of service will default to the current date.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the provider identifier. Entry if the tax ID is preferred, but if the NPI is submitted instead, it will be used.	PC-v5-Standard-Claim-Status-Response.pdf
American Community Mutual Subscriber Claim Status v1.1 Dependent Claim Status v1.1	Any date on file.	Entry of the claim control number or medical record number is recommended to narrow the response to a specific claim. Entry of product/service information, line item begin and end dates, line item control number, or line item charge is recommended to narrow the response to specific line items.	PC-v4-Standard-Claim-Status-Response.pdf
American Family Insurance Group (Medicare Supplemental and PPO Policies) Subscriber Claim Status v1.1 Dependent Claim Status v1.1	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. If you enter the claim control number or total charge, you must enter the patient account number.	PC-v4-Standard-Claim-Status-Response.pdf
American General Life and Accident Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
American Income Life Insurance Company Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
American National Insurance Company Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
American National Life Insurance Company of Texas Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
AmeriHealth Caritas Iowa Claim Status v1.0	Any date on file, future dates not allowed.	This payer permits use of a National Provider ID or a Service Provider ID as the requesting and service provider identifiers.	PC-v5-Standard-Claim-Status-Response.pdf
AmeriHealth Caritas Pennsylvania Claim Status v1.1	Any date on file, future dates not allowed.	This payer permits use of a provider ID or a tax ID as the requesting provider identifier. It is recommended that you use the service provider identifier that was used on the claim. If you enter the claim control number, detailed line item information for the specific claim will be returned. If you do not enter the claim control number, a brief summary for each claim submitted during the date of service range will be returned.	PC-v4-Standard-Claim-Status-Response.pdf
Ameritas Dental Group Subscriber Claim Status v1.2 Dependent Claim Status v1.2	Any date on file.	This payer supports multiple plans; see " Ameritas Dental Group Plans " on page 36.	PC-v4-Standard-Claim-Status-Response.pdf
Anthem BlueCross of California Subscriber Claim Status v1.2 Dependent Claim Status v1.2	Any date on file.	None.	PC-v4-Standard-Claim-Status-Response.pdf
Avalon Administrative Service Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of an NPI as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Banner Health Plans Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
BCBS Arkansas Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Up to 18 months in the past, future dates not allowed.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number, total charge, or medical record number is recommended to narrow the response to a specific claim. If you enter the patient account number, you must enter the claim control number, total charge, or medical record number.	PC-v4-Standard-Claim-Status-Response.pdf
BCBS Colorado Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Up to one year in the past, future dates not allowed.	Entry of the claim control number is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
BCBS Georgia Subscriber Claim Status v2.0 Dependent Claim Status v2.0	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. For dependent searches, entry of the dependent's first name is recommended to increase the likelihood of finding the patient's record.	PC-v4-Standard-Claim-Status-Response.pdf
BCBS Illinois Subscriber Claim Status v1.0 Dependent Claim Status v1.0	The claim date cannot be later than the current date.	The requesting provider's tax ID is required. The service provider's National Provider Identifier (NPI) is required.	PC-v5-Standard-Claim-Status-Response.pdf
BCBS Indiana Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Up to one year in the past, future dates not allowed.	This payer permits use of a National Provider Identifier (NPI) as the requesting and servicing provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
BCBS Kansas Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	Entry of the claim control number is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
BCBS Kansas City Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	Entry of the claim control number is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
BCBS LA Medicare Advantage Claim Status v1.0	Any date on file.	The requesting provider's tax ID is required. The service provider's National Provider Identifier (NPI), Tax ID, or Service Provider ID is required.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
BCBS Massachusetts Subscriber Claim Status v1.1 Dependent Claim Status v1.1	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number is recommended to narrow the response to a specific claim. Entry of the bill type is required for out-of-state members.	PC-v4-Standard-Claim-Status-Response.pdf
BCBS Mississippi Claim Status v1.0	Any date on file.	The requesting and service providers' NPI is required. Do not enter the three-character prefix when you enter the subscriber ID. The prefix is not required on electronic claims, but it is required on paper claims. The prefix is not stored in the payer's database.	PC-v5-Standard-Claim-Status-Response.pdf
BCBS Missouri Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Up to one year in the past, future dates not allowed.	Entry of the claim control number is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
BCBS Nebraska Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. If you enter the patient account number, you must enter the claim control number or total charge.	PC-v4-Standard-Claim-Status-Response.pdf
BCBS New Mexico Subscriber Claim Status v1.0 Dependent Claim Status v1.0	The claim date cannot be later than the current date.	The requesting provider's tax ID is required. The service provider's National Provider Identifier (NPI) is required.	PC-v5-Standard-Claim-Status-Response.pdf
BCBS New Jersey (Horizon) Subscriber Claim Status v1.2 Dependent Claim Status v1.2	Any date on file.	Entry of the claim control number is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
BCBS Ohio Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Up to one year in the past, future dates not allowed.	Entry of the claim control number is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
BCBS Pennsylvania (Highmark) Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Up to two years in the past, future dates not allowed, date span of up to 90 days.	Entry of the claim control number, total charge, or medical record number is recommended to narrow the response to a specific claim. If you enter the patient account number, you must enter the claim control number, total charge, or medical record number.	PC-v4-Standard-Claim-Status-Response.pdf
BCBS South Carolina Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the total charge is recommended to narrow the response to a specific claim. If you enter the patient account number, you must enter the total charge.	PC-v4-Standard-Claim-Status-Response.pdf
BCBS Tennessee Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	The requesting and service providers' NPI is required.	PC-v4-Standard-Claim-Status-Response.pdf
BCBS Texas Subscriber Claim Status v1.0 Dependent Claim Status v1.0	The claim date cannot be later than the current date.	The requesting provider's tax ID is required. The service provider's National Provider Identifier (NPI) is required.	PC-v5-Standard-Claim-Status-Response.pdf
BCBS Texas-Medicaid Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of a National Provider ID (NPI) as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
BCBS Vermont Claim Status v1.0	Any date in the past, future dates not allowed, date span of up to 90 days.	This payer permits use of a National Provider Identifier (NPI) or a provider ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
BCBS Virginia Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Up to one year in the past, future dates not allowed.	Entry of the claim control number is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
BCBSMT Health Economic Livelihood Partnership Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) as the requesting and service provider identifiers.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Best Life and Health Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of a provider ID or tax ID as the requesting and service provider identifier. If the total claim charge amount is unknown, enter 0 (zero).	PC-v5-Standard-Claim-Status-Response.pdf
Better Health Plans of Tennessee Claim Status v1.1	Any date on file.	Entry of the claim control number is recommended to narrow the response to a specific claim. If you enter line item detail, you must enter the product/service source, the product/service ID, and the line item charge amount.	PC-v4-Standard-Claim-Status-Response.pdf
BlueCross Community Options Claim Status v1.0	Any date on file.	The requesting provider's National Provider Identifier (NPI), Tax ID, or Service Provider ID is required. The service provider's National Provider Identifier (NPI), or Tax ID is required.	PC-v5-Standard-Claim-Status-Response.pdf
BlueCross Medicare Advantage Claim Status v1.0	Any date on file.	The requesting provider's National Provider Identifier (NPI), Tax ID, or Service Provider ID is required. The service provider's National Provider Identifier (NPI), or Tax ID is required.	PC-v5-Standard-Claim-Status-Response.pdf
Bridgeway Health Solutions (Arizona) Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Capital BlueCross Subscriber Claim Status v1.1 Dependent Claim Status v1.1	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim.	PC-v4-Standard-Claim-Status-Response.pdf
Care Improvement Plus Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
CarePlus Health Plan Claim Status v1.0	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. If you enter the claim control number or total charge, you must enter the patient account number.	PC-v4-Standard-Claim-Status-Response.pdf
CarePoint Medicare Advantage Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
CareSource Health Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Carpenters Health and Welfare Trust Fund of St Louis Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of an NPI as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
CeltiCare Health Plan Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Central Reserve Life Insurance Company – Medicare Supplement Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Central States Funds Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. If you enter the claim control number or total charge, you must enter the patient account number.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Christie Student Health Plans Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
CHRISTUS Health Plan Medicaid Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
CHRISTUS Health Plan New Mexico Health Insurance Exchange Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
CHRISTUS Health Plan NM MA Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Cigna Subscriber Claim Status v1.3 Dependent Claim Status v1.3	Date span of up to 180 days.	For medical and dental claims, enter the service provider's tax ID. For behavioral claims, enter the service provider's provider ID. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Colorado Medicaid Claim Status v1.0	Any date on file.	Entry of the requesting provider's tax ID is required. This payer permits use of a National Provider Identifier (NPI) or provider ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Community Care of Oklahoma Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Concentrix Insurance Solutions Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Consumer Mutual of Michigan Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Continental General Life Insurance Company – Medicare Supplement Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Cooperative Benefit Administrators Subscriber Claim Status v1.2 Dependent Claim Status v1.2	Any date on file.	Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. If you enter the claim control number or total charge, you must enter the patient account number.	PC-v4-Standard-Claim-Status-Response.pdf
CoreSource Subscriber Claim Status v2.1 Dependent Claim Status v2.1	Any date on file.	Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. If you enter the claim control number or total charge, you must enter the patient account number. This payer supports multiple plans; see " CoreSource Plans " on page 36.	PC-v4-Standard-Claim-Status-Response.pdf
CountyCare Subscriber Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Coventry Claim Status v2.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim. This payer supports multiple plans; see " Coventry Plans " on page 36.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Coventry/Dentex Dental Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of a NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Create Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), or tax ID as the requesting provider identifier. This payer permits use of a NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
CSA Fraternal Life – Medicare Supplement Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Dell Childrens Health Plan Claim Status v1.0	Any date on file.	This payer permits NPI as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
District No. 9, I. A. of M. & A. W. Welfare Trust Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of a NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Diversified Administration Corp Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), or tax ID as the requesting provider identifier. This payer permits use of a NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Emblem Health Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) as the requesting provider identifier. This payer permits use of a NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Essence Healthcare Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Farm Bureau Health Plans Claim Status v1.0	Any date on file.	This payer permits use of a tax ID as the requesting provider identifier. This payer permits use of a NPI as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Federated Insurance Company Subscriber Claim Status v1.2 Dependent Claim Status v1.2	Any date on file.	Entry of the claim control number or total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
First Carolina Care Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
First Community Health Plan Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
First United American Insurance Company Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Florida Medicaid Claim Status v2.2	Any date on file.	Entry of the claim control number is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Fresenius Health Partners Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Glassman Subscriber Claim Status v1.2 Dependent Claim Status v1.2	Any date on file.	Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. This payer supports multiple plans; see " Glassman Plans " on page 37.	PC-v4-Standard-Claim-Status-Response.pdf
Globe Life and Accident Insurance Company Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Government Employees Hospital Association (GEHA) Subscriber Claim Status v1.2 Dependent Claim Status v1.2	Any date on file.	None.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Great American Life Insurance Company – Medicare Supplement Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Great-West Healthcare Subscriber Claim Status v1.1 Dependent Claim Status v1.1	Up to 18 months in the past, future dates not allowed.	If you enter the total charge, you must enter the patient account number.	PC-v4-Standard-Claim-Status-Response.pdf
Group and Pension Administrators Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), or tax ID as the requesting provider identifier. This payer permits use of a NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Group Dental Service Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), or tax ID as the requesting provider identifier. This payer permits use of a NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Health Choice of Arizona Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or a tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Health Partners of Philadelphia Claim Status v1.1	Any date on file.	None.	PC-v4-Standard-Claim-Status-Response.pdf
Health Services for Children with Special Needs Claim Status v1.0	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. If you enter the claim control number or total charge, you must enter the patient account number.	PC-v4-Standard-Claim-Status-Response.pdf
HEALTHe Exchange Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	Entry of the requesting provider’s tax ID is required. This payer permits use of a National Provider Identifier (NPI) or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Healthfirst of New Jersey Claim Status v1.0	Any date on file.	None.	PC-v4-Standard-Claim-Status-Response.pdf
Healthfirst of New York Claim Status v1.2	Any date on file.	None.	PC-v4-Standard-Claim-Status-Response.pdf
Healthplan Services – First Life & Health Insurance Company (New England Series) Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
HealthSmart Benefit Solutions Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
HealthSmart Benefit Solutions WV Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
HealthSpring Claim Status v2.0	Any date on file.	This payer permits use of the provider’s National Provider Identifier (NPI), provider ID, or a tax ID as the requesting provider identifier. This payer permits use of a National Provider Identifier (NPI) or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
HMA Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Hometown Health Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Horizon New Jersey Health Claim Status v1.0	Any date on file, future dates not allowed.	This payer permits use of a provider ID or a tax ID as the requesting provider identifier. It is recommended that you use the service provider identifier that was used on the claim. If you enter the claim control number, line item detail will be returned. If you do not enter the claim control number, a brief summary for each claim submitted during the date of service range will be returned.	PC-v4-Standard-Claim-Status-Response.pdf
HSBS Oklahoma City Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Humana Subscriber Claim Status v1.3 Dependent Claim Status v1.3	Any date on file.	The service provider's National Provider Identifier (NPI) is required.	PC-v4-Standard-Claim-Status-Response.pdf
Johns Hopkins HealthCare LLC Claim Status v1.0	Any date on file.	The requesting provider's tax ID is required. This payer permits use of a National Provider Identifier (NPI) or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Kaiser Foundation Health Plan of Colorado Claim Status v1.0	Any date on file.	The requesting provider's tax ID is required. This payer permits use of a National Provider Identifier (NPI), provider ID, or a tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Kaiser NW Dental Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), or a tax ID as the requesting provider identifier. This payer permits use of a National Provider Identifier (NPI) or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Kempton Company Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or a tax ID as the requesting provider identifier. This payer permits use of a National Provider Identifier (NPI) or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Kentucky Medicaid Claim Status v2.1	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number (TCN) or total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Key Benefit Administrators Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Key Benefit Administrators (Indianapolis, IN) Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Keystone First Claim Status v1.1	Any date on file, future dates not allowed.	This payer permits use of a provider ID or a tax ID as the requesting provider identifier. It is recommended that you use the service provider identifier that was used on the claim. If you enter the claim control number, line item detail will be returned. If you do not enter the claim control number, a brief summary for each claim submitted during the date of service range will be returned.	PC-v4-Standard-Claim-Status-Response.pdf
L.A. Care Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Liberty National Life Insurance Company Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
LifeCare Assurance Company Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a Federal Tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Loyal American Life Insurance Company – Medicare Supplement Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
MagnaCare Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Managed Health Network (MHN) Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Massachusetts Medicaid Claim Status v1.0	Any date on file.	This payer permits use of the provider’s National Provider Identifier (NPI) as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
MDwise, Inc Claim Status v1.0	Any date on file.	This payer permits use of the provider’s National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Medi-Share Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of the provider’s National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Medica Subscriber Claim Status v1.2 Dependent Claim Status v1.2	Any date on file.	If you enter the service provider’s provider ID or NPI, claim detail will be returned. If you enter the service provider’s tax ID, claim summary will be returned. Entry of the claim control number is recommended to narrow the response to a specific claim. Entry of the group number is recommended to identify a specific member in the case of a multiple group match.	PC-v4-Standard-Claim-Status-Response.pdf
Medica Health Plans Claim Status v1.0	Any date on file.	The requesting provider’s National Provider Identifier (NPI) is required. This payer permits use of the provider’s NPI or tax ID as the servicing provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
MEDICA2 Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of the provider's National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Medical Mutual of Ohio (MMO) Subscriber Claim Status v2.0 Dependent Claim Status v2.0	Up to three years in the past.	This payer permits use of a provider ID or tax ID as the requesting provider identifier. It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim.	PC-v5-Standard-Claim-Status-Response.pdf
MegaLife Oklahoma City Claim Status v1.3	Any date on file.	Entry of the claim control number or total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
MetroPlus Health Plan Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Mississippi Medicaid Claim Status v1.0	Any date on file.	None.	PC-v4-Standard-Claim-Status-Response.pdf
Mississippi State Employees' Health Plan (SEHP) Claim Status v1.4	Up to one year in the past, future dates not allowed.	None.	Mississippi-SEHP-Claim-Status-PC.pdf
Missouri Medicaid Claim Status v3.1	Any date on file, future dates up to end of the current month.	Entry of the claim control number (ICN) is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
MMSI Subscriber Claim Status v1.1 Dependent Claim Status v1.1	Any date on file.	Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. If you enter the claim control number or total charge, you must enter the patient account number.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Molina Healthcare Claim Status v1.6	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. This payer supports multiple plans; see " Molina Healthcare Plans " on page 37.	PC-v4-Standard-Claim-Status-Response.pdf
Molina of Puerto Rico Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Municipal Health Benefit Fund Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of the provider's National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of the provider's National Provider Identifier (NPI) or tax ID as the servicing provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Mutual Health Services Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	The requesting provider's tax ID is required. This payer permits use of the provider's National Provider Identifier (NPI) or tax ID as the servicing provider identifier. Entry of either the claim number or the total charge amount is required.	PC-v5-Standard-Claim-Status-Response.pdf
NaphCare, Inc. Claim Status v1.0	Any date on file.	The requesting and service providers' National Provider Identifier (NPI) is required.	PC-v5-Standard-Claim-Status-Response.pdf
National Association of Letter Carriers (NALC) Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. If you enter the claim control number or total charge, you must enter the patient account number.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
New Era Life Insurance Company. Includes the following two plan names: - New Era Life Insurance of the Midwest - Philadelphia American Life Insurance Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of the provider's National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier. This payer includes the following plans under the same payer ID: <ul style="list-style-type: none"> New Era Life Insurance Company of the Midwest Philadelphia American Life Insurance Company 	PC-v5-Standard-Claim-Status-Response.pdf
New Mexico Medicaid Claim Status v1.0	Any date on file.	This payer permits use of a tax ID only as the requesting provider identifier. This payer permits use of a National Provider Identifier (NPI) or provider ID service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Nippon Life Benefits Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	None.	PC-v4-Standard-Claim-Status-Response.pdf
North American Medical Management California Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) only as the requesting provider identifier. This payer permits use of a National Provider Identifier (NPI) only as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Northwest Administrators, Inc. Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Oxford Health Plans Subscriber Claim Status v1.1 Dependent Claim Status v1.1	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number is recommended to narrow the response to a specific claim. If you enter the claim control number, you must enter the patient account number.	PC-v4-Standard-Claim-Status-Response.pdf
Pan-American Life Insurance Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
PacificSource Community Solutions Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of a National Provider Identifier (NPI) or tax ID as the service provider identifier. Entry of the patient's gender is required, if known; otherwise, entry is optional.	PC-v5-Standard-Claim-Status-Response.pdf
Passport Health Plan Claim Status v1.2	Up to one year in the past, future dates not allowed.	This payer permits use of a provider ID or a tax ID as the requesting provider identifier. It is recommended that you use the service provider identifier that was used on the claim. If you enter the claim control number, line item detail will be returned. If you do not enter the claim control number, a brief summary for each claim submitted during the date of service range will be returned.	PC-v4-Standard-Claim-Status-Response.pdf
Peoples Health Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
PerformCare Claim Status v1.0	The date cannot be greater than the current day, and 1461 days in the past (4 years).	This payer permits use of a National Provider Identifier (NPI), or provider ID the requesting provider identifier. This payer permits use of an NPI or provider ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
PHCS Savility Payers Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	Entry of the claim control number is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Pittman and Associates Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. If you enter the claim control number or total charge, you must enter the patient account number.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Planned Administrators, Inc. Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier. Entry of the requesting and service providers' tax ID is required.	PC-v5-Standard-Claim-Status-Response.pdf
Preferred Health Systems Subscriber Claim Status v1.2 Dependent Claim Status v1.2	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Premera Blue Cross Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	Entry of the service provider's National Provider Identifier (NPI) is required. This payer includes the following plans under the same payer ID: <ul style="list-style-type: none"> • Premera Blue Cross (PPO/PAR, Indemnity, Traditional) • Premera Blue Cross Blue Shield of Alaska (PPO/PAR, Indemnity, Traditional) • Premera Dimensions – Foundation, Access, Global and Heritage • LifeWise Health Plan of Washington • LifeWise Health Plan of Oregon • Federal Employee Program 	PC-v5-Standard-Claim-Status-Response.pdf
Principal Financial Subscriber Claim Status v1.2 Dependent Claim Status v1.2	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number is recommended to narrow the response to a specific claim. This payer supports multiple plans; see " Principal Financial Plans " on page 38.	PC-v4-Standard-Claim-Status-Response.pdf
Provident American Life & Health Insurance Company – Medicare Supplement Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
QuikTrip Corporation Subscriber Claim Status v2.0 Dependent Claim Status v2.0	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. If you enter the claim control number or total charge, you must enter the patient account number.	PC-v5-Standard-Claim-Status-Response.pdf
SAMBA Health Benefit Plan Subscriber Claim Status v2.1 Dependent Claim Status v2.1	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of a National Provider Identifier (NPI) or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Santa Clara Family Health Plan Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of a National Provider Identifier (NPI) as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Select Health of South Carolina Claim Status v1.0	Any date on file, future dates not allowed.	This payer permits use of a provider ID or a tax ID as the requesting provider identifier. It is recommended that you use the service provider identifier that was used on the claim. If you enter the claim control number, line item detail will be returned. If you do not enter the claim control number, a brief summary for each claim submitted during the date of service range will be returned.	PC-v4-Standard-Claim-Status-Response.pdf
Selman and Company Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Sharp Health Plan Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Significa Benefit Services Subscriber Claim Status v1.2 Dependent Claim Status v1.2	Any date on file.	None.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
SPJST – Medicare Supplement Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Standard Life and Accident Insurance Company Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Stonebridge Life Insurance Company Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
TexanPlus (North Texas Area) Claim Status v1.0	Any date on file.	If you enter service level information, line item detail will be returned.	PC-v4-Standard-Claim-Status-Response.pdf
TexanPlus (Southeast Texas Area) Claim Status v1.0	Any date on file.	If you enter service level information, line item detail will be returned.	PC-v4-Standard-Claim-Status-Response.pdf
Three Rivers Health Plan Claim Status v1.1	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number is recommended to narrow the response to a specific claim. If you enter the line item control number, line item detail will be returned. You must enter the line charge amount and one or two product/service type codes.	PC-v4-Standard-Claim-Status-Response.pdf
Today's Options Claim Status v1.0	Any date on file.	If you enter service level information, line item detail will be returned.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Transamerica Financial Life Insurance Company Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Transamerica Premier Life Insurance Company Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Trillium Community Health Plan Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Trustmark Subscriber Claim Status v1.1 Dependent Claim Status v1.1	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim.	PC-v4-Standard-Claim-Status-Response.pdf
UHC StudentResources Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
UMWA Health and Retirement Funds Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI), or tax ID as the requesting provider identifier. This payer permits use of an NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Union Pacific Railroad Employes Health Systems Claim Status v1.0	Any date on file.	Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. If you enter the claim control number or total charge, you must enter the patient account number.	PC-v4-Standard-Claim-Status-Response.pdf
United American Insurance Company Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
United Teacher Associates Insurance Company – Medicare Supplement Claim Status v1.0	Any date on file.	This payer permits use of a provider ID or a tax ID as the requesting and service provider identifier. Entry of the claim control number and total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
UnitedHealthcare (UHC) Subscriber Claim Status v1.1 Dependent Claim Status v1.1	Any date on file.	If you enter the service provider’s provider ID or NPI, claim detail will be returned. If you enter the service provider’s tax ID, claim summary will be returned. Entry of the claim control number is recommended to narrow the response to a specific claim. Entry of the group number is recommended to identify a specific member in the case of a multiple group match.	PC-v4-Standard-Claim-Status-Response.pdf
USAA – Medicare Supplemental Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of a tax ID as the requesting provider identifier. This payer permits use of a provider ID or a tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
USFHP - St. Vincent Catholic Medical Centers of New York Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Vermont Medicaid Claim Status v1.1	Any date on file.	It is recommended that you use the service provider identifier that was used on the claim. The recipient ID is either the patient’s Social Security number or Vermont Medicaid unique ID. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
Veterans Affairs Fee Basis Programs Claim Status v1.2	Date span of up to 90 days.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf

Payer Name / Version	Claim or Service Date Restrictions	Special Considerations	Response Guide
Veterans Affairs Health Administration Center Claim Status v1.1	Date span of up to 90 days.	It is recommended that you use the service provider identifier that was used on the claim. Entry of the claim control number or total charge is recommended to narrow the response to a specific claim. This payer is not affiliated with TRICARE/CHAMPUS.	PC-v4-Standard-Claim-Status-Response.pdf
VNS CHOICE Medicare Claim Status v1.0	Any date on file.	Entry of the claim control number or total charge is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf
WEB-TPA, Inc. Subscriber Claim Status v2.0 Dependent Claim Status v2.0	Any date on file.	This payer permits use of the provider's National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of the provider's National Provider Identifier (NPI) or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Western Health Advantage Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of the provider's National Provider Identifier (NPI), provider ID, or tax ID as the requesting provider identifier. This payer permits use of the provider's NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Western Southern Financial Group Subscriber Claim Status v1.0 Dependent Claim Status v1.0	Any date on file.	This payer permits use of the provider's National Provider Identifier (NPI), or tax ID as the requesting provider identifier. This payer permits use of the provider's NPI or tax ID as the service provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Windsor Health Plan Claim Status v1.0	Any date on file.	This payer permits use of a National Provider Identifier (NPI) or tax ID as the requesting and servicing provider identifier.	PC-v5-Standard-Claim-Status-Response.pdf
Wyoming Medicaid Claim Status v1.0	Any date on file.	Entry of the claim control number is recommended to narrow the response to a specific claim.	PC-v4-Standard-Claim-Status-Response.pdf

Plan Network IDs

Ameritas Dental Group Plans

For details, see "[Ameritas Dental Group](#)" on page 10.

Plan Name	Plan ID
Ameritas Life Insurance Company	00425
First Ameritas of New York	00426
Reliance Standard Life Insurance Company	00427
First Reliance Standard Life Insurance Company	00428
Standard Insurance Company	00429
Standard Insurance Company of New York	00430

CoreSource Plans

For details, see "[CoreSource](#)" on page 17.

Plan Name	Plan ID
CoreSource – Little Rock	00205
CoreSource – Maryland, Pennsylvania, and Illinois	00236
CoreSource – Ohio	00239

Coventry Plans

For details, see "[Coventry](#)" on page 17.

Plan Name	Plan ID
Health America of PA	00148
CHC Georgia	00154
CHC Virginia	00156
CHC Louisiana	00158
CHC West Virginia*	00160
CHC of Carolinas	00164
CHC Delaware	00166
CHC Iowa	00170
CHC Kansas / CHC Oklahoma	00172
CHC Nebraska	00176
CHC Illinois	00179
CoventryCares of West Virginia	00182

Plan Name	Plan ID
CHC of MO, MS, AK , TN	00184
CHC Healthcare USA*	00186
CoventryCares of Virginia*	00190
CvtyNatnlAccts/UofMO/CvtyOne	00250
Mail Handlers & FEHBP	00251
CHC Altius Health Plan/CHC Nevada	00364
CoventryCares of Michigan	00413
CHC Texas	00453
Vista	00508
CoventryCares of Pennsylvania	00510
CoventryCares of Nebraska*	00511
CHC Florida	00512
MHNET Behavioral Health	00514
Aetna Better Health of Kentucky	00515
*Medicaid Plans	

Glassman Plans

For details, see "[Glassman](#)" on page 19.

Plan Name	Plan ID
Best Life and Health	00257
AFTRA Health Fund	00258

Molina Healthcare Plans

For details, see "[Molina Healthcare](#)" on page 26.

Plan Name	Plan ID
Molina CA (California)	00222
Molina FL (Florida)	00506
Molina MI (Michigan)	00226
Molina NM (New Mexico)	00071
Molina OH (Ohio)	00445
Molina TX (Texas)	00451
Molina UT (Utah)	00227
Molina WA (Washington)	00228
Molina WI (Wisconsin)	00516

Principal Financial Plans

For details, see "[Principal Financial](#)" on page 29.

Plan Name	Plan ID
Principal Financial Life Insurance Company of America	00143
Principal Financial – Nippon Life Insurance Company of America	00144

Appendices

Appendix A: Reference Guides

Guide Name	Link
Common Response Abbreviations	Common-Response-Abbreviations.pdf
Country Codes	Country-Codes.pdf
Emdeon MAX User's Guide	Emdeon-MAX-Users-Guide.pdf
Error Messages Dictionary	Error-Messages-Dictionary.pdf
Insurance Types	Insurance-Types.pdf
Payer Maintenance Schedule	Payer-Maintenance-Windows.pdf

Index

A

AARP, 7
About This Guide, 1
Add New Button, 6
Aetna, 7
Aetna Administrator – Medicare Supplemental, 7
Aetna Better Health – PA, 7
Aetna Better Health of KY, 7
Aetna Better Health of LA, 7
Aetna Better Health of MO, 8
Aetna Better Health of VA, 8
Aetna Better Health of WV, 8
Aetna Long Term Care, 8
Aetna Senior Supplemental Insurance, 8
Affinity Essentials, 8
AFTRA Health Fund, 37
AGIA Inc, 8
Alabama Medicaid, 8
Allied Benefit Systems, Inc., 9
Alternative Insurance Resources, Inc., 9
American Community Mutual, 9
American Family Insurance Group, 9
American General Life and Accident, 9
American Income Life Insurance Company, 9
American National Insurance Company, 9
American National Life Insurance Company of Texas, 10
AmeriHealth Caritas Iowa, 10
AmeriHealth Caritas Pennsylvania, 10
Ameritas Dental Group, 10
Ameritas Dental Group Plans, 36
Ameritas Life Insurance Company, 36
Anthem BlueCross of California, 10
Appendix A: Reference Guides, 39
Avalon Administrative Service, 10

B

Banner Health Plans, 10
BCBS Arkansas, 11
BCBS Colorado, 11
BCBS Georgia, 11
BCBS Illinois, 11
BCBS Indiana, 11
BCBS Kansas, 11
BCBS Kansas City, 11
BCBS LA Medicare Advantage, 11
BCBS Massachusetts, 12
BCBS Mississippi, 12
BCBS Missouri, 12
BCBS Nebraska, 12
BCBS New Jersey (Horizon), 12
BCBS New Mexico, 12
BCBS Ohio, 12
BCBS Pennsylvania (Highmark), 13
BCBS South Carolina, 13
BCBS Tennessee, 13
BCBS Texas, 13
BCBS Texas-Medicaid, 13
BCBS Vermont, 13
BCBS Virginia, 13
BCBSMT Health Economic Livelihood Partnership, 13
Best Life and Health, 14
Best Life and Health, 37
Better Health Plans of Tennessee, 14
Bill Type, 6
BlueCross Community Options, 14
BlueCross Medicare Advantage, 14
Bridgeway Health Solutions (Arizona), 14

C

Capital BlueCross, 14
Care Improvement Plus, 14
CarePlus Health Plan, 15
CarePoint Medicare Advantage, 15
CareSource Health, 15
Carpenters Health and Welfare Trust Fund of St Louis, 15
CeltiCare Health Plan, 15
Central Reserve Life Insurance Company — Medicare Supplement, 15
Central States Funds, 15
Christie Student Health Plan, 16
CHRISTUS Health Plan Medicaid, 16
CHRISTUS Health Plan New Mexico Health Insurance Exchange, 16
CHRISTUS Health Plan NM MA, 16
Cigna, 16
Claim Level versus Service Level Inquiries, 4
Color Bars, 3
Colorado Medicaid, 16
Common Claim Level Input Fields, 4
Common Response Abbreviations, 39
Common Service Level Input Fields, 5
Community Care of Oklahoma, 16
Concentrix Insurance Solutions, 16
Consumer Mutual of Michigan, 17
Continental General Life Insurance Company — Medicare Supplement, 17
Cooperative Benefit Administrators, 17
CoreSource, 17
CoreSource Plans, 36
Country Codes, 39
CountyCare, 17
Coventry, 17
Coventry Health Care of FL, 7
Coventry Plans, 36
Coventry/Dentex Dental, 18
Create, 18
CSA Fraternal Life — Medicare Supplement, 18
Customer Support, 1

D

Data Input Area, 3
Date Entries, 5
Dates of Service Restrictions, 5
Dell Childrens Health Plan, 18
Determine the Search Types, 2
Determine the Transaction Type, 2
District No. 9, I. A. of M. & A. W. Welfare Trust, 18
Diversified Administration Corp, 18
Dollar Amounts, 5

E

Emblem Health, 18
Emdeon Customer Support, 1
Emdeon MAX User's Guide, 39
Enter the Search Data, 3
Error Messages Dictionary, 39
Essence Healthcare, 18

F

Farm Bureau Health Plans, 19
Federated Insurance Company, 19
First Ameritas of New York, 36
First Carolina Care, 19
First Community Health Plan, 19
First Reliance Standard Life Insurance Company, 36

First United American Insurance Company, 19
Florida Medicaid, 19
Fresenius Health Partners, 19

G

Glassman, 19
Glassman Plans, 37
Globe Life and Accident Insurance Company, 19
Government Employees Hospital Association (GEHA), 19
Great American Life Insurance Company — Medicare Supplement, 20
Great-West Healthcare, 20
Group and Pension Administrators, 20
Group Dental Service, 20

H

Health Choice of Arizona, 20
Health Partners of Philadelphia, 20
Health Services for Children with Special Needs, 20
Healthfirst of New Jersey, 21
Healthfirst of New York, 21
Healthplan Services - First Life & Health Insurance Company (New England Series), 21
HealthSmart Benefit Solutions, 21
HealthSmart Benefit Solutions WV, 21
HealthSpring, 21
Help Line, 3
HMA, 21
Hometown Health, 21
Horizon New Jersey Health, 22
HSBS Oklahoma City, 22
Humana, 22

I

If you enter data for more than one search type:, 2
Insurance Types, 39

J

Johns Hopkins HealthCare LLC, 22

K

Kaiser Foundation Health Plan of Colorado, 22
Kaiser NW Dental, 22
Kempton Company, 22
Kentucky Medicaid, 23
Key Benefit Administrators, 23
Key Benefit Administrators (Indianapolis, IN), 23
Keystone First, 23

L

L.A. Care, 23
Liberty National Life Insurance Company, 23
LifeCare Assurance Company, 23
Loyal American Life Insurance Company — Medicare Supplement, 24

M

MagnaCare, 24
Managed Health Network (MHN), 24
Massachusetts Medicaid, 24
MDwise, Inc, 24
Medica, 24
Medica Health Plans, 24
Medica2, 25
Medical Mutual of Ohio (MMO), 25
Medi-Share, 24

MegaLife Oklahoma City, 25
MetroPlus Health Plan, 25
Mississippi Medicaid, 25
Mississippi State Employees' Health Plan (SEHP), 25
Missouri Medicaid, 25
MMSI, 25
Molina Healthcare, 26
Molina Healthcare Plans, 37
Molina of Puerto Rico, 26
Municipal Health Benefit Fund, 26
Mutual Health Services, 26

N

NaphCare, Inc, 26
National Association of Letter Carriers (NALC), 26
New Era Life Insurance Company. Plan names
 New Era Life Insurance of the Midwest, and Philadelphia
 American Life Insurance, 27
New Mexico Medicaid, 27
Nippon Life Benefits, 27
North American Medical Management California, 27
Northwest Administrators, Inc., 27

O

Oxford Health Plans, 27

P

PacificSource Community Solutions, 28
Pan-American Life Insurance, 27
Passport Health Plan, 28
Payer Details, 7
Payer Maintenance Schedule, 39
Peoples Health, 28
PHCS Savility Payers, 28
Pittman and Associates, 28
Plan Network IDs, 36
Planned Administrators, Inc., 29
Preferred Health Systems, 29
Premera Blue Cross, 29
Principal Financial, 29
Principal Financial - Nippon Life Insurance Company of America, 38
Principal Financial Life Insurance Company of America, 38
Principal Financial Plans, 38
Provident American Life & Health Insurance Company — Medicare Supplement, 29

Q

QuikTrip Corporation, 30

R

Reliance Standard Life Insurance Company, 36
Requesting and Service Provider Identifiers, 4
Requests, 2
Responses, 6

S

SAMBA Health Benefit Plan, 30
Santa Clara Family Health Plan, 30
Select Health of South Carolina, 30
Selman and Company, 30
Sharp Health Plan, 30
Significa Benefit Services, 30
Special Considerations, 6
SPJST — Medicare Supplement, 31
Standard Insurance Company, 36

Standard Insurance Company of New York, 36
Standard Life and Accident Insurance Company, 31
Stonebridge Life Insurance Company, 31

T

TexanPlus (North Texas Area), 31
TexanPlus (Southeast Texas Area), 31
Text Color in Input Fields, 3
Three Rivers Health Plan, 31
Today's Options, 31
Transamerica Financial Life Insurance Company, 32
Transamerica Premier Life Insurance Company, 32
Trillium Community Health Plan, 32
Trustmark, 32

U

UHC Student Resources, 32
UMWA Health and Retirement Funds, 32
Union Pacific Railroad Employees Health Systems, 32
United American Insurance Company, 32
United Teacher Associates Insurance Company — Medicare Supplement, 33
UnitedHealthcare (UHC), 33
USAA – Medicare Supplemental, 33
USFHP - St. Vincent Catholic Medical Centers of New York, 33

V

Vermont Medicaid, 33
Veterans Affairs Fee Basis Programs, 33
Veterans Affairs Health Administration Center, 34
VNS CHOICE Medicare, 34

W

WEB-TPA, Inc., 34
Western Health Advantage, 34
Western Southern Financial Group, 34
Windsor Health Plan, 34
Wyoming Medicaid, 34

Emdeon is a leading provider of revenue and payment cycle management and clinical information exchange solutions, connecting payers, providers, and patients in the U.S. healthcare system.

For more information, visit www.emdeon.com.

