

Check claims status and view EOBs*

What you'll need to get started:

- A username and password to log in to your Provider Connection account.
- Access to claims data.
 - All Account Managers have access to claims data.
 - Account managers can enable claims access for Users at *Account Management > Manage user accounts*.
- You must be linked to the Tax ID and Provider ID (TIN/PIN) of the claim for which you are searching.

* The Explanation of Benefits (EOB) is a written explanation for a claim, including the servicing provider's name, date(s) of service and benefit coverage information.

Instructions

1. Log in to www.blueshieldca.com/provider.
2. The *Check claims status* tool is available from the home page AND from the **Claims** section in the white navigation menu. Click that link, then click **Check claims status** from the drop-down menu.

The *Check claim status* screen displays with search fields at the top, and claims from the last three years below.

3. Enter data into one or more search field and click **Search**.
4. Results will display below the blue header. To sort in alphabetical or ascending/descending order, click the desired column header and the up/down arrow.

The screenshot shows the provider portal interface. At the top right, a red box with the number '1' highlights the 'Log In / Register' button. Below the navigation menu, a red box with the number '2' highlights the 'Check claims status' link. The main search area contains several input fields for member information, claim information, and provider information. A red box with the number '3' highlights the 'Search' button. Below the search area, a red box with the number '4' highlights the 'Showing 1-50' text. The search results table is displayed below, showing a single claim entry.

Claim status	Claim number	Claim type	Dates of service	EOB	Member name	Member ID/Subscriber ID	Provider name	Amount billed	Amount paid	Patient responsibility	Check/EFT number
FINALIZED Updated 02/26/2023	111222333444 (denied) (adjusted)	Medical	07/17/2021– 07/17/2021	View MEMBER, X EOB	12345678901234	Group A	\$133.00	\$0.00	\$0.00	\$0.00	12345678901234

Instructions

- 5. Claim status is displayed in the first column of the search results.
- 6. From the search results, click the **Claim number** to view claim details including payment details, claim history if applicable, and claim messages and notes.
 - Once a claim has been reviewed and finalized, you can view the EOB from this page, or from the **View EOB** link in the Claim search results (see next step).
- 7. From the search results, click additional links to view the following:
 - **View EOB** – open the EOB for a claim.
 - **Member name** – view the member’s eligibility and benefit information.
 - **Check/EFT number** – view Check/EFT details. You can also download an EOB from this screen.

The screenshot shows a web interface for managing claims. At the top, there's a filter for 'Claim status' with a dropdown arrow, labeled with a red box '5'. Below this are three filter options: 'FINALIZED' (dated 02/26/2023), 'IN PROCESS' (dated 02/24/2023), and another 'IN PROCESS' (dated 02/24/2023). Below the filters is a table of search results. The table has columns for Claim status, Claim number, Claim type, Dates of service, EOB, Member name, Member ID/Subscriber ID, Provider name, Amount billed, Amount paid, Patient responsibility, and Check/EFT number. A red box '6' highlights the 'Claim number' column. A red box '7' highlights the 'View EOB' link in the 'EOB' column. A red arrow points from the 'View EOB' link to the 'Check/EFT number' column.

Claim status Updated	Claim number	Claim type	Dates of service	EOB	Member name	Member ID/Subscriber ID	Provider name	Amount billed	Amount paid	Patient responsibility	Check/EFT number
FINALIZED 02/26/2023	111222333444 (denied) (adjusted)	Medical	07/17/2021– 07/17/2021	View EOB	MEMBER, X	12345678901234	Group A	\$133.00	\$0.00	\$0.00	12345678901234