



How Do I Check Claims Status and Search for EOBs?

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Welcome to Magellan's Claim Search application. This application can be used to view claims and explanation of benefits (EOBs) processed by Magellan Health Services.

Step 1: Select the Application

Click *Check Claims Status* on the left-hand side menu on the *MyPractice* Page.

- This feature is available for all accounts for which Magellan is the claims payer (also, we show re-priced claims, but these include a message indicating we are not the payer).
- *Check Claims Status* displays CMS 1500 and UB-04 claims submitted online and via hard copy.
- Only the last 18 months of claims data will display online.
- Online EOB statements only are available for claims paid after Dec. 1, 2004. At present, this is not available for ACS claims. .
- You only can view claims associated with the Tax ID# through your Magellan website account (see the *MyPractice* page).
- For providers who receive Electronic Funds Transfer (EFT) payments from Magellan, you can use the *Check Number* field to look up your payments.
- *Check Claims Status* is HIPAA-compliant.
- You can see your five most recent claims on the *MyPractice* page in the *MyClaims* section.

Step 2: Enter Search Criteria

Check Claims Status tab:

1. Select the appropriate Taxpayer Identification Number (TIN) from the drop-down menu. (NOTE: The drop-down menu option will only be available if you have been granted access by more than one provider, e.g., an office manager who has access to more than one TIN.)
2. On the *Claims Search* screen, enter in at least one of the search options provided.
3. Click *Search*
 - To narrow your results, enter in two or more search options.

EOB Search tab:

1. Select the appropriate Taxpayer Identification Number (TIN) from the drop-down menu. (NOTE: The drop-down menu option will only be available if you have been granted access by more than one provider, e.g., an office manager who has access to more than one TIN.)
2. On the EOB Search screen, enter in at least one of the search options provided.
 - Check amount must be the exact amount, and you also will need to enter the check number or date when searching by check amount.
 - You can enter up to a two-year time period on *Check Date*; however, it is recommended to keep to a smaller timeframe
3. Click *Search*

Step 3: Review Search Results

On the *Claims Summary* screen, click *View Details* below the Magellan Claim Number to view more information.

Step 4: View Additional Claims

If you wish to see other claims that matched your criteria, click *Return to Summary*.

If you wish to look for other claims, click *Return to Search*.