Claim Status

Claim Status provides the capability for users to submit status requests and receive responses in real-time regarding their claims. The claim status response provides information about your claim within the payer's adjudication process, including how much is being paid on the claim once approved. Users can retrieve this information within the CollaborateMD application without having to contact the payer. There are no additional fees for this service.

Claim status can be verified for any claim that meets the following criteria:

1. The payer supports electronic Real-Time Claim Status (RTCS).

2. The claim was submitted electronically to the payer.

3. The claim status must be set to *"Claim At Insurance."*

> ⚠️ Depending on the payer, an agreement may need to be filled out prior to checking claim status. Please refer to our Payer Agreements Help Article for more information.

Follow the steps below to check a new or existing claim status.

1. Select **Claim** > **Claim**.

2. Use the **Search** field to search for your claim.

> 🪄 Place a check in the *"Show exact matches only"* box to search for exact matches or *"Show unpaid claims only"* to show claims that may need follow-up.

3. Open the claim.

4. Click the **Claim Status** button.

    1. Select **Claim Status Check** to perform a new request for the status of the claim.

    2. Select **Last Checked On (Date)** to view the last existing request for the status of the claim.

    3. View **All Past Claim Status Reports** to view all previous requests for the status of the claim.

5. Click **Close**.