PORTAL STATUS INQUIRY GUIDE

STATUS INQUIRY

Status Inquiry is an application to allow providers to search for a claims status if the claim has been submitted in the last 6 months.

STATUS INQUIRY PERMISSIONS

A Provider Administrator must add Status Inquiry to the appropriate Provider User staff. Open User Maintenance, under the Administration tab. Select the user you would like to add the permissions to. Click Update, then click Next. In the “Permissions Available” select Status Inquiry. Once selected click the arrow that is pointing to the right to move these options to the selected users’ permissions and click “Update”

Once permissions are updated the user will see Status Inquiry under the Claims tab

Under the Claims menu, hover over the Claims tab with your mouse and select Status Inquiry

This will bring you to the Claim Status Inquiry Screen:
There are two available search options

**SEARCH OPTIONS**

**Reference Number Search (Search Option #1)**
Enter the 14-digit reference number here and hit Search
Claim Details Search (Search Option #2)
With this type of search the following items are required.

Claim Type (Choose One)
In Patient  
Out Patient  
LTC (Long Term Care Claim)  
HCFA (Professional Claim)  
Xover (Medicare Crossover Claim)

Billing NPI  
Select One

Servicing NPI  
Select One, Select Multiple, or Select All

Recipient ID  
Enter Recipient’s 9-digit South Dakota Medicaid ID

Dates of Service  
From and To dates are required

NOTE: You may search for any date of service, but the search will only look back 6 months from today’s date.

Procedure Code – This is an option search field when searching for a HCFA claim
STATUS INFORMATION

Paid
This claim has been paid, please reference the remittance advice for more information.

Denied
This claim has been denied, please reference the remittance advice for more information.

Voided
This is the reference number of the void of a paid claim.

Credit Adjusted
This is the reference number of the “take back” portion of an adjusted claim.

Debit Adjusted
This is the reference number of the new claim that was received as an adjustment.

In Process
This claim is currently pending and/or waiting for adjudication.

If results show No data available: Please check your search criteria, including NPI combinations. If response persists, please contact our Telephone Service Unit:

In-state: 1.800.452.7691
Out-of-state: 605.945.5006