

# Partnership HealthPlan of California

PARTNERSHIP



HEALTHPLAN

of CALIFORNIA

## Online Services User Guide *Claims Modules*



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## Introductory Information

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This *PHC Online Services User Guide Claims Modules* supports the August 2016 version of Partnership HealthPlan of California's Online Services for these modules:

- Claim Search
- Claims CIF or Re-CIF Status Inquiry
- EOP – Remittance Advice
- PCP-AI – Remittance Advice
- ACA – Remittance Advice
- Check Search
- Code Lookup

## New Features

In response to provider requests, the new version of PHC ONLINE SERVICES provides significant improvements, including increased stability and functionality; quicker updates; and linkage of sites by IRS Number, also referred to as Tax ID Number (TIN)—all designed to increase provider satisfaction.

With the new features you can do the following:

- Access member eligibility information directly from the Claims Detail screen. See [Review Member Demographics](#).
- View letters associated with a claim directly from the Claims Summary page. See [View Letters Associated with the Claim](#).
- When creating a CIF, specify what action to take or include additional comments. See [Submit a CIF](#) and review the *Action Requested* section.
- Retract a CIF you have submitted before a response has been posted. See [Retract a CIF](#).

The newest version of PHC ONLINE SERVICES is available at <https://provider.partnershiphp.org>.

## Audience

This document provides instructions for users of the PHC ONLINE SERVICES Claims modules.

## **Other User Guides**

User guides for other PHC Online Services modules are available in separate documents, including the following:

- User Management Module User Guide
- Eligibility Modules User Guide
- Clinical Modules User Guide

## **System Requirements**

PHC ONLINE SERVICES functions in these browsers:

- Google Chrome
- Mozilla Firefox
- Internet Explorer
- Apple Safari

## **Questions or Problems?**

Partnership HealthPlan of California is available to help you with PHC ONLINE SERVICES from 8 a.m. to 5 p.m. Pacific time, Monday through Friday. Contact us:

- (707) 863-4100
- [eSystemsSupport@Partnershiphp.org](mailto:eSystemsSupport@Partnershiphp.org)

## About the Claims Modules User Guide

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The ***Claims Modules User Guide*** for PHC ONLINE SERVICES supplies information to providers about the following topics:

- [Log In and Out of PHC Online Services](#)
- [Basics of Working in PHC Online Services](#)
- [Access Claim Modules](#)
- [Claim Search Module](#)
- [Claims CIF or Re-CIF Status Inquiry Module](#)
- [Remittance Advice Modules](#)
- [Check Search Module](#)
- [Code Lookup Module](#)

To jump directly to a topic, click the topic title above.

## Log In and Out of PHC Online Services

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You can log in to PHC ONLINE SERVICES if you have a valid user or eAdmin account.

### Log In

#### ***First Login***

When your eAdmin created your user account, you received an email with your username and a link to the login page.

1. Click the link in the email; it will take you to <https://provider.partnershiphp.org>.
2. On the login page, enter your username and temporary password into the fields.
3. The Reset Password page will open. Enter a new password.
4. Log in using your new password.
5. Read and accept the Terms and Conditions for using PHC ONLINE SERVICES.

#### ***Subsequent Logins***

1. Access PHC ONLINE SERVICES at <https://provider.partnershiphp.org>.
2. Enter your username and password into the fields, and then click the **Login** button.

If you have logged in but perform no action for 20 minutes, PHC ONLINE SERVICES will time-out and close. You will need to log in again to continue your work in PHC ONLINE SERVICES. Your company may have programmed a shorter time-out period.

### Log Out

When you have completed your work in PHC ONLINE SERVICES, you need to log out.

1. Click your name, which you will see in the top right corner of the page.
2. On the drop-down menu, click **Log Out**.

Other options on the drop-down menu are explained in [Basics of Working in PHC Online Services](#) later in this document.

### Retrieve a Forgotten Username or Password

If you forget your username or your password, the system can assist you.

#### ***Retrieve a Forgotten Username***

1. On the login page, click the *Forgot Username* link.

2. On the Forgot Username page, enter your email address.
3. Click the **Request User Name** button.

An email with your registered username will be sent to you.

***Retrieve a Forgotten Password***

1. On the login page, click the *Change Password* link.
2. On the Forgot Password page, provide your username and email address.
3. Click the **Send Email** button.
4. In the email that is sent to you, click the link to go to the Password Reset page.
5. Enter a new password, and then enter it again to confirm it.
6. Click the **Submit** button.

You can now log in to PHC ONLINE SERVICES using your new password.

You can also change your password at any time by clicking your name in the top right corner OF PHC ONLINE SERVICES and clicking **Update Profile**.

Your password will expire if you do not log into PHC ONLINE SERVICES for 180 days.

## Basics of Working in PHC Online Services

This section provides information pertinent to working throughout PHC ONLINE SERVICES, and explains how to do the following:

- Understand the Home Page
- View Provider Profiles
- Navigate Between Modules
- Work with Lists

### Understand the Home Page

When you log in, the Home page opens.

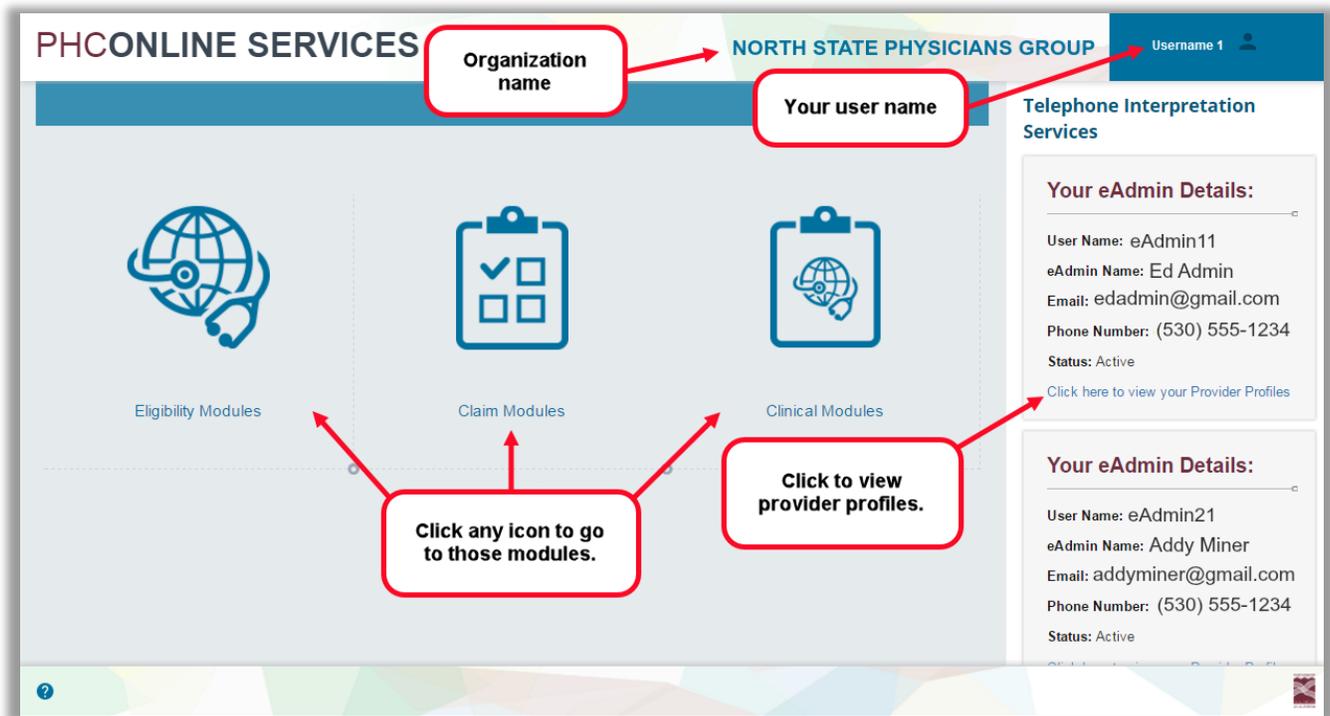


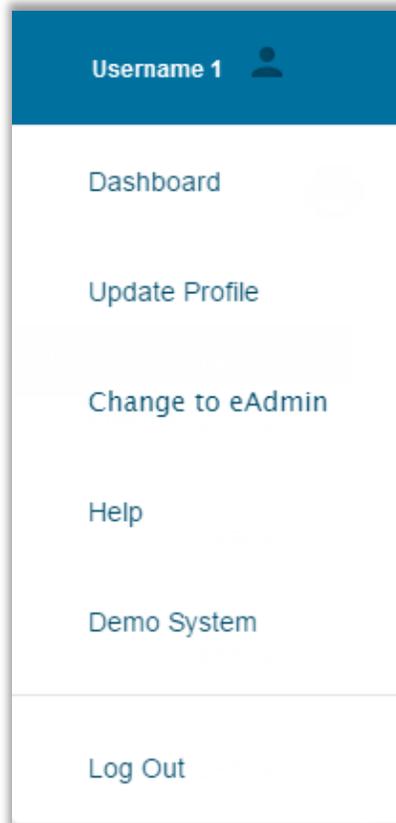
Figure 1. Home Page

The main portion of the Home page shows the icons representing the user modules. The icons that appear depend on the permissions assigned to the current user. At the top right corner of the page is your user name. To the left of it is your organization's name. You can access PHC member data related to your organization's IRS number. Below your user name, you will see

the details for the eAdmins within your organization. Contact them when you have a question about your account.

When you click your username, a menu drops down with the following options:

- Click **Dashboard** to return to the Home page.  
**Note:** This option does not appear when you are on the Home page.
- Click **Update Profile** to open a page on which you can review and update your username, email address, and password.
- Click **Change to eAdmin** to add eAdmin rights. You will require specific information from your organization to do this. Contact an existing eAdmin in your organization for assistance.
- Click **Help** to open the Help page. You can also click the question mark icon in the bottom left corner of the PHC ONLINE SERVICES window.
- **Demo System** will be available soon.
- Click **Log Out** to end your session and exit PHC ONLINE SERVICES.



**Figure 2. Options under your user name**

## View Provider Profiles

Under the contact information for each eAdmin there is a *Click here to view your Provider Profiles* link. See [Figure 1](#). Click the link to view a page with information about the providers associated with your account.

While viewing the provider profile list, you can click the **Print** icon at the top right to print a copy of the list.

The screenshot displays the 'View Provider Profiles' page in the PHCONLINE SERVICES interface. The page header includes 'PHCONLINE SERVICES' and 'NORTH STATE PHYSICIANS GROUP'. The user is logged in as 'Username 1'. The main content is a table listing provider profiles. A red arrow points to a print icon in the top right corner of the table area.

Provider Name	Provider Address		User NPI	IRS# TAX ID	PHC Provider #	Provider Type	payee #
NORTH STATE PHYSICIANS GROUP	3200 MAIN ST CA 95555	TOWNSHIP	19A00001542	101234567	10101 0001	PCP	G 001C
NORTH STATE PHYSICIANS GROUP	3200 MAIN ST CA 95555	TOWNSHIP	19A00001542	101234567	10101 0002	PCP	G 001C
NORTH STATE PHYSICIANS GROUP	3200 MAIN ST CA 95555	TOWNSHIP	19A00001542	101234567	10101 0003	PCP	G 001C
NORTH STATE PHYSICIANS GROUP	3200 MAIN ST CA 95555	TOWNSHIP	19A00001542	101234567	10101 0004		G 001C
NORTH STATE PHYSICIANS GROUP	3200 MAIN ST CA 95555	TOWNSHIP	19A00001542	101234567	10101 0005	PCP	G 001C
NORTH STATE PHYSICIANS GROUP	3200 MAIN ST CA 95555	TOWNSHIP	19A00001555	101234567	10101 0006	PCP	G 001C
NORTH STATE PHYSICIANS GROUP	3200 MAIN ST SUITE A - CA 95555	TOWNSHIP	19A00001555	101234567	10101 0007	PCP	G 001C
NORTH STATE PHYSICIANS GROUP	3200 MAIN ST SUITE B - CA 95555	TOWNSHIP	19A00001555	101234567	10101 0008	PCP	G 001C
NORTH STATE PHYSICIANS GROUP	3200 MAIN ST SUITE C - CA 95555	TOWNSHIP	19A00001555	101234567	10101 0008	PCP	G 001C

Figure 3. View Provider Profiles

## Navigate Between Modules

This section explains how to move from module to module.

- Access Modules from the Home Page
- Access Modules from the Navigation Pane
- When to use Browser Back Button

### ***Access Modules from the Home Page***

From the Home page, click any module's icon to go to that module.

### ***Access Modules from the Navigation Pane***

When you are in any module, the left side of the page offers navigation to other modules.

- Click the left- or right-facing arrows to expand or collapse the navigation pane.
- Click any of the icons or text to open that module.

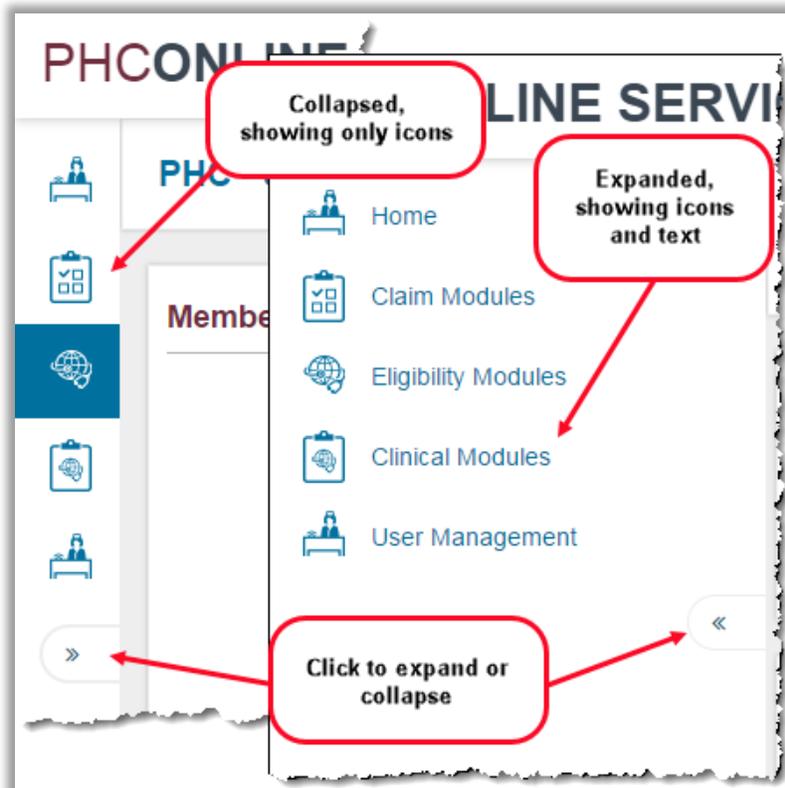


Figure 4. Expand or Collapse the Navigation Pane

## When to use Browser Back Button

Let's say you have performed a search that returned several members, and you clicked the appropriate button to open a secondary page to view a specific record.

- For most searches, click your browser's **Back** button to return to your search results.
- To wipe out your search results and go to a blank search form, click the module's icon in the navigation section.

## Work with Lists

This section explains how to look through the lists you generate within each module.

- [Navigate Lists](#)
- [Download Lists](#)
- [Sort and Filter Lists](#)
- [Print Lists](#)

### Navigate Lists

At the bottom left of any list, you will see the page numbers. Use the backward and forward arrows to page through the list or click any number to go to that page.

To the right of the page number, you will see the **Page Size** button. Select the number of items to display on one page.

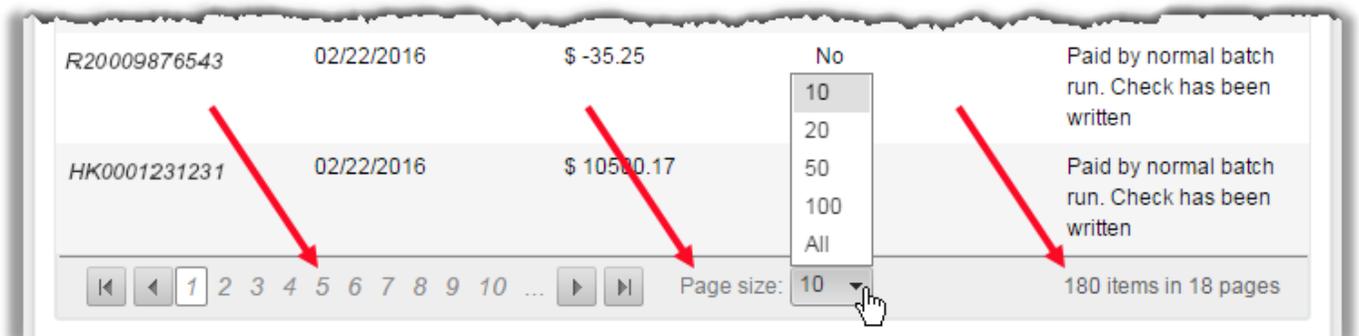


Figure 5. Navigating Lists

At the bottom right of any list, you will see the total number of items and pages in the list.

### Download Lists



You can download most lists by clicking the **PDF** or **Excel** icon immediately above the list.

**Note:** Some browsers may give you an incompatibility error message when you download to Excel, indicating that the file format and extension don't match and asking if you want to open the file. Click the **Yes** button.

### Sort and Filter Lists

You can sort lists by clicking on most column headings. Sorting is useful when working with a long list. For example, to sort by service date:

- Click **Date of Service** to sort the list numerically by calendar date from low to high.
- Click **Date of Service** again to sort the list from high to low.

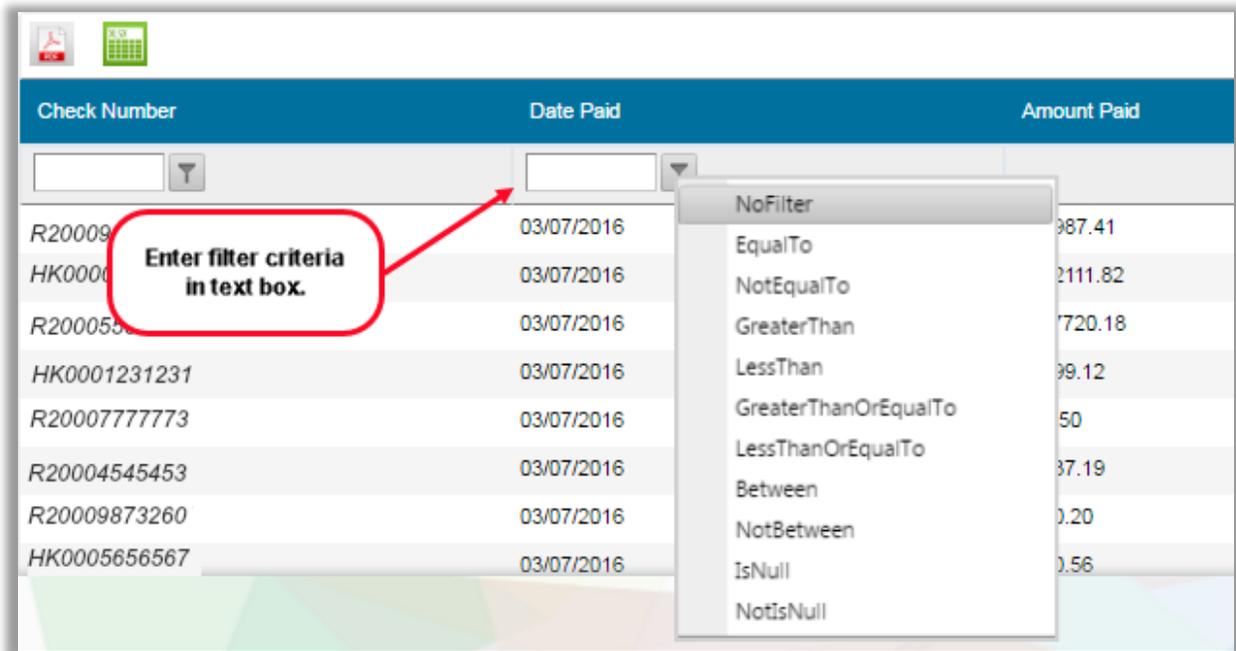
Claim Number	Claim Type	Member ID	Date Of Service	Affiliation#	Service Provider Name	Date Paid	Billed Amount	Amount Paid	Status
140000009510	M	00088888100	09/03/2014	10101 0017			4.55	\$157.51	Approved
140000008881	M	00088888100	06/19/2014	10122 0016	NORTH STATE PHYSICIANS GROUP	07/14/2014	\$27,147.73	\$940.43	Approved
140852741963	M	00088888100	06/17/2014	10111 0017	NORTH STATE PHYSICIANS GROUP	07/14/2014	\$17,985.96	\$635.89	Approved
149999990002	M	00088888100	08/10/2014	10221 0018	NORTH STATE PHYSICIANS GROUP	09/02/2014	\$15,080.91	\$318.88	Approved
149876543210	M	00088888100	09/03/2014	10101 0017	NORTH STATE PHYSICIANS GROUP	08/22/2015	\$34,271.85	\$1,048.73	Approved
140001234567	M	00088888100	09/19/2014	10101 0017	NORTH STATE PHYSICIANS GROUP	10/13/2014	\$3,253.80	\$84.48	Approved

Figure 6. Sorting Lists

In some lists, you can filter by certain columns. Filtering is useful if you only have part of a name or number.

1. Under the column heading, enter the filter criteria in the text box.
2. Click the **Filter** button adjacent to the text box.

- Choose the type of filter from the drop-down list.  
Frequently used filters include:
  - Contains* or *StartsWith* for text and numeric fields.
  - EqualTo* or *GreaterThan* for date fields.
- To clear a filter, click the **Filter** button and choose NoFilter.



**Figure 7. Filtering Lists**

### ***Print Lists***

You can print the information on most lists by clicking the **Print** icon  at the top right of the web page.

When you click the **Print** icon, the Print dialog box opens.

Before starting to print, you can change the following:

- Orientation of the page (portrait or landscape).
- Size of paper on which to print.

Different web browsers have different methods for setting printing options. Consult your browser's Help system or user guide.

## Access Claim Modules

All the modules in this user guide can be accessed from the Claim Modules page. To reach the Claim Modules page from the Home page, click the Claim Modules icon.

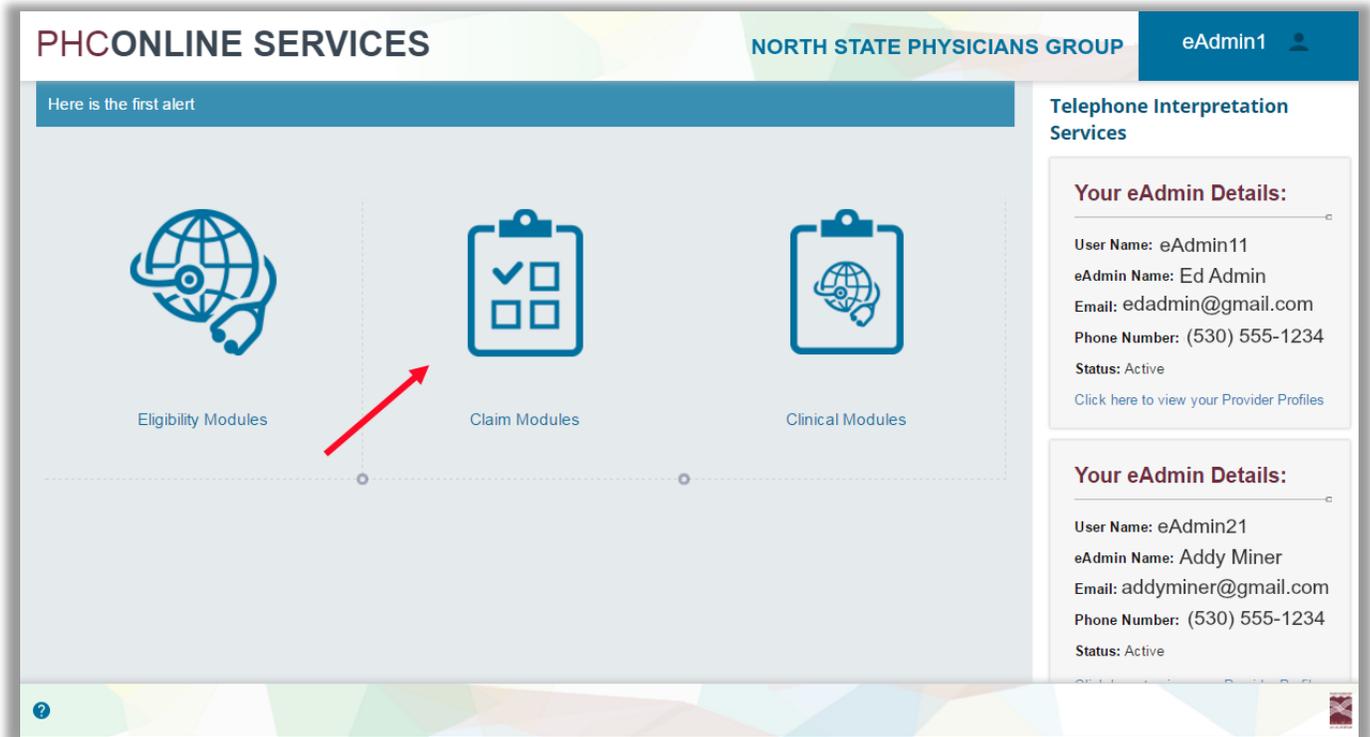


Figure 8. Home page

# Claim Search Module

The Claim Search module allows you to search for claims and view detailed information about them.

This section contains the following topics:

- Search for Claims
- View Claims Details
- View Claims Summaries
- Submit a CIF

Access the Claim Search screen from the Claim Modules page.

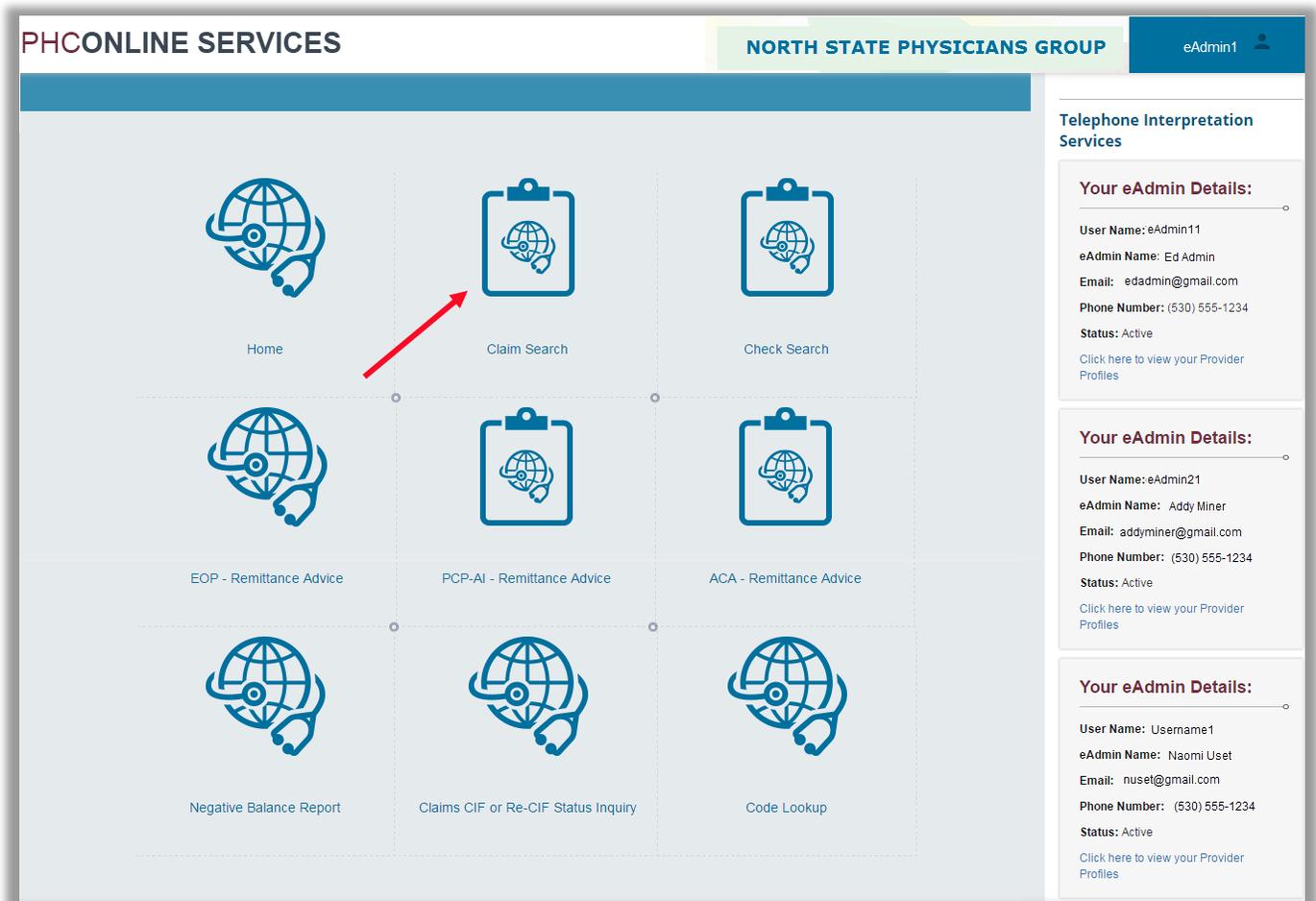


Figure 9. Claim Modules page

## Search for Claims

**PHCONLINE SERVICES** NORTH STATE PHYSICIANS GROUP eAdmin1

PHC - Claim Search

**Claim Search**

All items checked

CIN :

Last Name: JONES

First Name:

Date of Birth: 7/6/1976

Claim Control Number:

Date of Service Range: From 1/1/2012

To 6/1/2016

Date of Range: 08/01/2005  8/30/2016

**Search Help!**

Below is the search Criteria with the Date of Service and Date Range

- 1.CIN (for e.g.: 999999999)
- 2.Last Name OR First Name AND Date of Birth
- 3.Claim Control Number

Member#	Member Identifier/ CIN	Member Name	Gender	Date of Birth	Program	Actions
00088888100	12365477C6	MARY JONES	Female	7/6/1976	Med-Cal	<input type="button" value="Select"/>

Figure 10. Claim Search screen with results

**On this screen you can:**

- Select the provider profiles.
- Specify claim search criteria.
- Select a member from the search results.
- Clear the search criteria.

## Select Provider Profiles

When you open the Claim Search screen, the default selection includes all providers. To reduce the list:

1. To open the list of providers, click the dropdown list box next to the **Select Provider Profiles** button.
2. Uncheck the **Check All** box to deselect all providers.
3. Scroll down the list and check the desired provider(s).
4. Click the **Select Provider Profiles** button.

Your claim search will display only members associated with the selected providers.

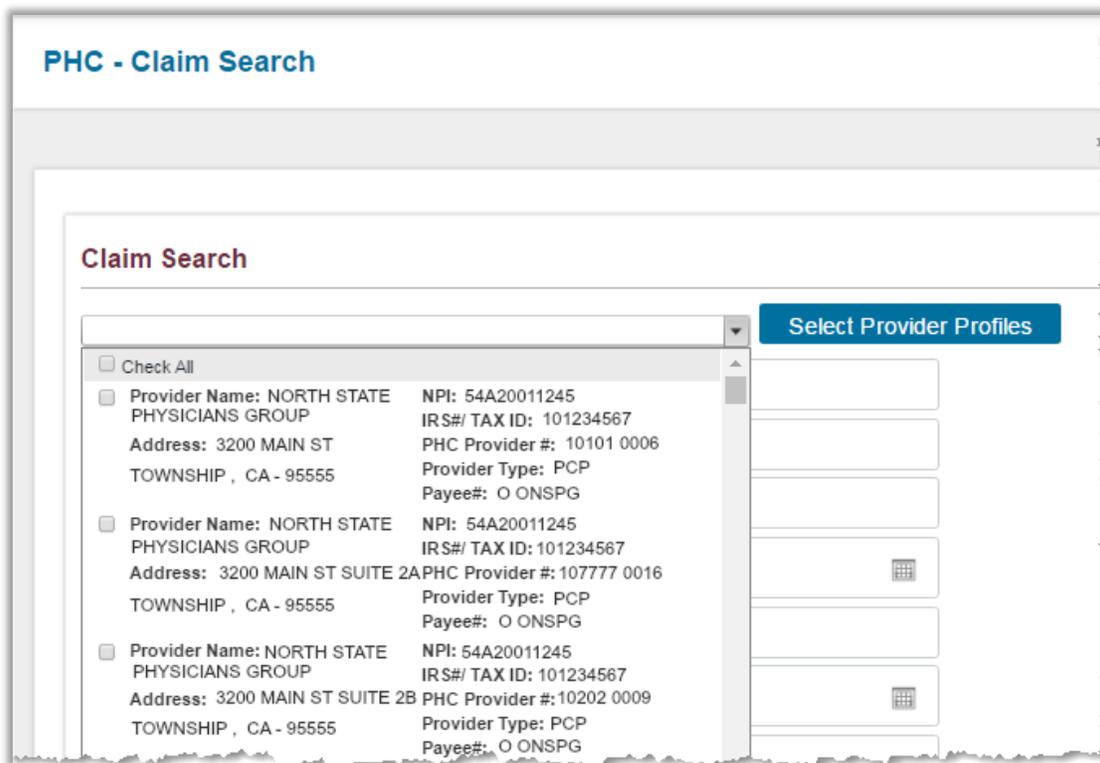


Figure 11. Selecting provider profiles

### ***Specify Claim Search Criteria***

After selecting provider(s), you can search for claims based on one of three sets of criteria.

1. Enter one of the following search criteria options:
  - Client Index Number (CIN) – displays claims for that member
  - Last name OR first name AND date of birth (DOB) – displays claims for that member
  - Claim control number (CCN) – displays details for that claim only
2. Enter the **Date of Service Range**.

**From** date cannot be older than the start date in **Date of Range** field. For claims outside the **Date of Range**, please contact the Claims Customer Service department.

**Note:** If you are searching with a CCN, you do not need to enter the date of service range.
3. Click the **Search** button.
  - If you searched with a CCN, the Claims Summary page for that claim opens.
  - If you searched with a CIN or name and DOB, the search results appear in a table at the bottom of the Claims Search screen.

### ***Select a Member from Search Results***

To access claim information about a specific member, click the **Select** button in the Actions column. See Figure 10.

### ***Clear the Search Criteria***

To clear the current search, click the **Clear** button below the search criteria.

## View Claims Details

When you click the **Select** button for a member on the Claim Search screen, the system displays the Claims Detail screen for that member.

**Claims Detail**

**Member Demographics**

Member#: 00088888100      Member Name: MARY JONES  
 Person#/CIN: 12365477C6      Phone: (888) 555-1234  
 DOB / Sex: 7/6/1976 / Female      Medi-Cal Case# / HCFA#:  
 Address: 1163 SUNSET PLACE      Member eEligibility: [Click Here](#)

Claim Number	Claim Type	Member ID	Date Of Service	Affiliation#	Service Provider Name	Date Paid	Billed Amount	Amount Paid	Status	Letters
14000009510	M	00088888100	09/03/2014	10101 0012	NORTH STATE PHYSICIANS GROUP	10/13/2014	\$9,104.55	\$157.51	Approved	
14000008861	M	00088888100	08/19/2014	10122 0016	NORTH STATE PHYSICIANS GROUP	07/14/2014	\$27,147.73	\$940.43	Approved	
140852741963	M	00088888100	08/17/2014	10111 0017	NORTH STATE PHYSICIANS GROUP	07/14/2014	\$17,985.98	\$835.89	Approved	
149999990002	M	00088888100	08/10/2014	10221 0018	NORTH STATE PHYSICIANS GROUP	09/02/2014	\$15,080.91	\$318.88	Approved	
149876543210	M	00088888100	09/03/2014	10101 0017	NORTH STATE PHYSICIANS GROUP	08/22/2015	\$34,271.85	\$1,048.73	Approved	
140001234567	M	00088888100	09/19/2014	10101 0017	NORTH STATE PHYSICIANS GROUP	10/13/2014	\$3,253.80	\$84.48	Approved	

Page size: 10      6 items in 1 pages

Figure 12. Claims Detail screen

**Note:** Depending on your monitor size and screen configuration, you may need to scroll down to see the Claims Detail screen.

**On this screen you can:**

- Review member demographics information.
- Review, sort, and filter search results. (See [Sort and Filter Lists](#) for more information.)
- Access the Claims Summary screen for any specific claim.

### **Review Member Demographics**

The Member Demographics section of the Claims Detail screen displays the member's information, including contact information and other details.

You can also check the member's eligibility for the date range you specified in your claim search by using the *Click Here* link.

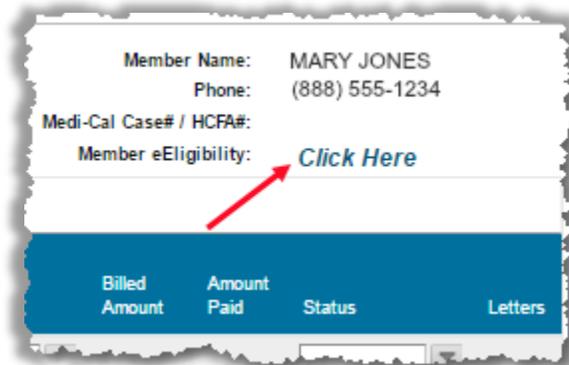


Figure 13. Member eligibility link

### **Access the Claims Summary screen**

To access details about a specific claim, click the number in the Claim Number column.

## View Claims Summaries

When you click a claim number on the Claims Detail screen, the system displays the Claims Summary page for that claim.

**PHCONLINE SERVICES** NORTH STATE PHYSICIANS GROUP **eAdmin1**

**Claims Summary** Back

Claim Type : M      Member Name : MARY JONES      Claim Number : 14000005551      View Letters  
 Date Of Service : 09/03/2014      Charge Amount : \$9104.55      Date Range : 08/01/2005 to 05/16/2016

Expand All

Line#	Date	Count/ Days	Proc	LC	EX	Check Number	Charge(\$)	Allow-P(\$)	Deny	Coins(\$)	SOC/ Ded(\$)	Tax(\$)	Pay(\$)	write-off(\$)
> 0100	09/03/2014	1/0	27610	23	10	R2000555055	\$499.00	\$35.54	\$0.00	\$0.00	\$0.00	\$0.00	\$35.54	\$463.46
> 0200	09/03/2014	1/0	27610	23	10	R2000555055	\$925.92	\$27.97	\$0.00	\$0.00	\$0.00	\$0.00	\$27.97	\$897.95
> 0300	09/03/2014	1/0	X7700	23	10	R2000555055	\$1307.98	\$24.24	\$0.00	\$0.00	\$0.00	\$0.00	\$24.24	\$1283.74
> 0400	09/03/2014	1/0	81002	23	10	R2000555055	\$126.00	\$5.28	\$0.00	\$0.00	\$0.00	\$0.00	\$5.28	\$120.72
> 0500	09/03/2014	1/0	27502	23	10	R2000555055	\$6245.65	\$64.48	\$0.00	\$0.00	\$0.00	\$0.00	\$64.48	\$6181.17
							\$9,104.55		\$0.00				\$157.51	

Page size: 10      5 items in 1 pages

Submit CIF

**EX Codes and Descriptions**

Code	Description
10	PAYABLE - PAID AT MAXIMUM ALLOWABLE

Figure 14. Claims Summary screen

### On this screen you can:

- Review basic claim information.
- Review, sort, and filter service line information. (See [Sort and Filter Lists](#) for more information.)
- Access service line details.
- Access the Checks Summary page associated with each service line.
- Submit a claims inquiry form (CIF), view an existing CIF, or submit a Re-CIF.
- View any letters associated with the claim.
- View an explanation of the EX codes used.
- Return to the previous page.

### **Review Basic Claim Information**

The first section of the Claims Summary screen displays basic information about the claim, including the following:

- Claim type
- Date of service
- Member name
- Charge amount
- Claim number
- Date range

### **Access Service Line Details**

To see complete details for each service line, click the **Expand All** button immediately below the basic claim information at the top of the screen. Click the **Collapse All** button to return to the condensed view.

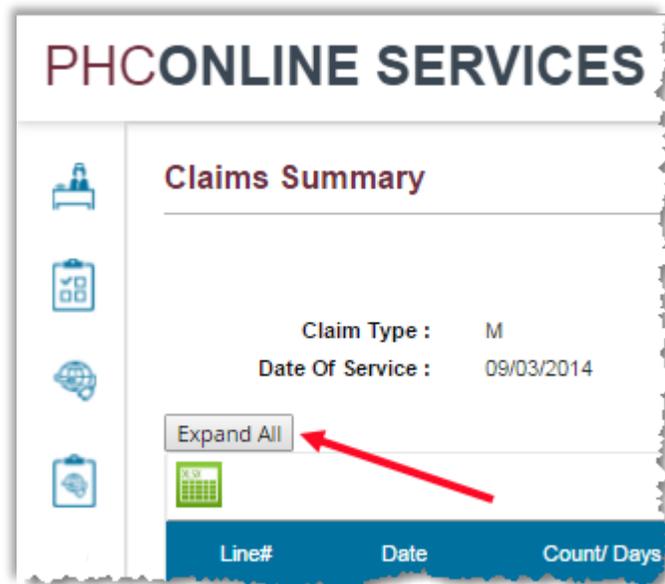


Figure 15. Expand All button

### **Access the Checks Summary screen**

Click a check number in the Check Number column. See [View Checks Summary](#) for more information.

### **Submit a CIF, View an Existing CIF, or Submit a Re-CIF**

You can submit a CIF or Re-CIF for this claim or view an existing CIF:

- Click the **Submit CIF** button below the list of service lines to create a new CIF. See [Submit a CIF](#) for more information.
- Click the **View CIF** or **View CIF and CIF Response** button below the list of service lines to view an existing CIF. See [View a CIF](#) for more information.
- Click the **Submit ReCIF** button below the list of service lines to create a Re-CIF. See [Submit a Re-CIF](#) for more information.

### **View Letters Associated with the Claim**

If there are any letters associated with the claim, you can access the last six months' worth with the *View Letters* link. If there are no letters associated with the claim, the link will not appear.

1. Click the *View Letters* link to the right of the Claim Number field.



**Figure 16. View Letters link on Claims Summary page**

2. When the Claims Letters page opens, click the **Search Letters** button.

3. Click the *View Letter* link in the first column to view that letter.

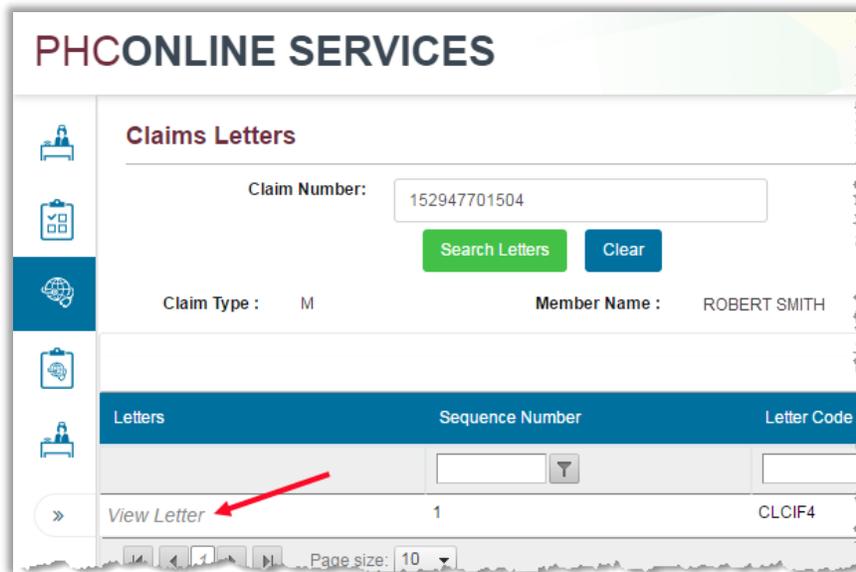


Figure 17. *View Letter* link on Claims Letters page

4. The selected letter will appear in a pop-up window.  
Click the *Print* link at the top of the letter to print just the letter, not the Claims Letters page. Click the **X** button in the upper right corner of the pop-up window to close it.

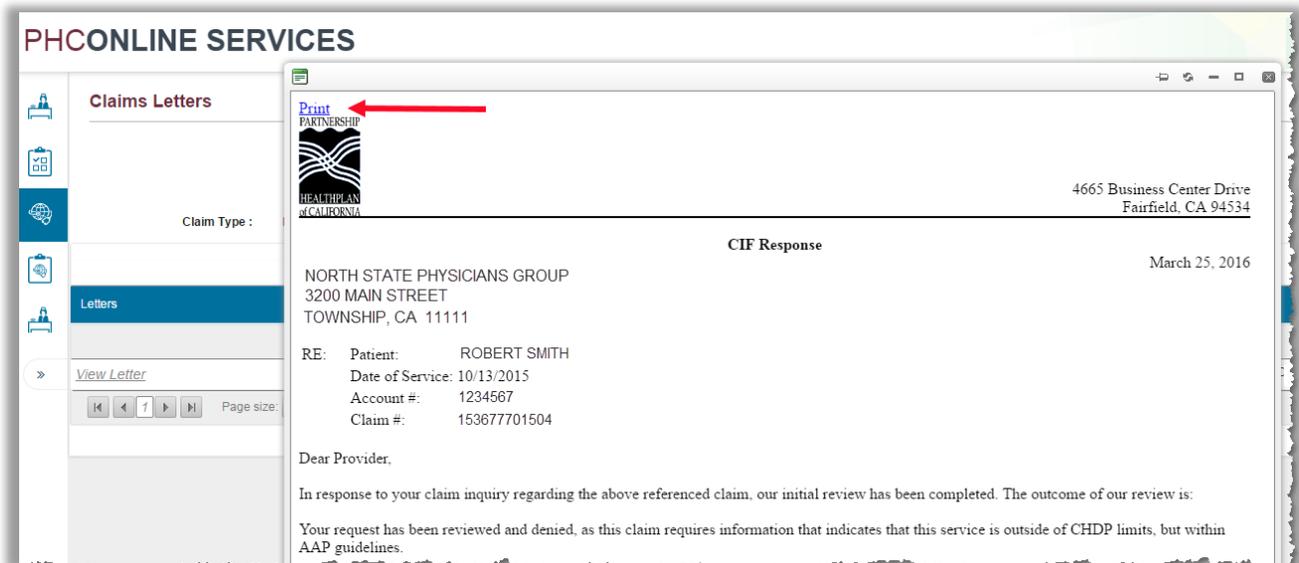


Figure 18. Open letter with *Print* link

## ***View EX Codes***

Scroll to the bottom of the screen.

## ***Return to Previous Screen***

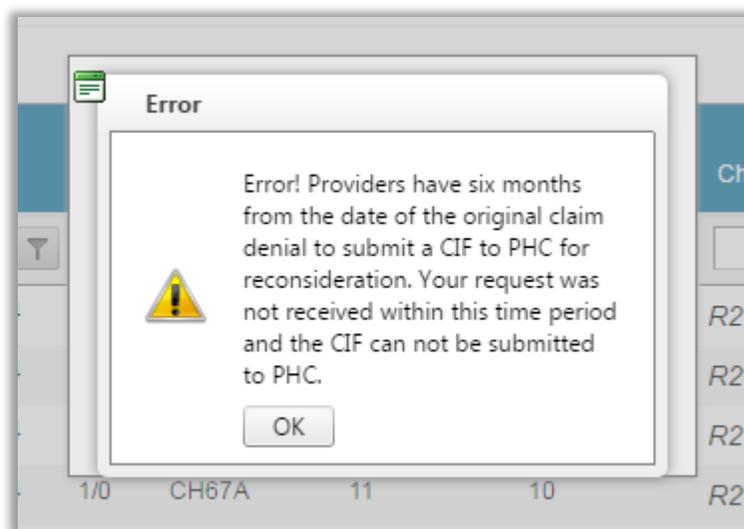
Click the **Back** button in the upper right corner of the screen, under your name.

## **Submit a CIF**

Providers have six months from the date of the finalized claim to submit a CIF.

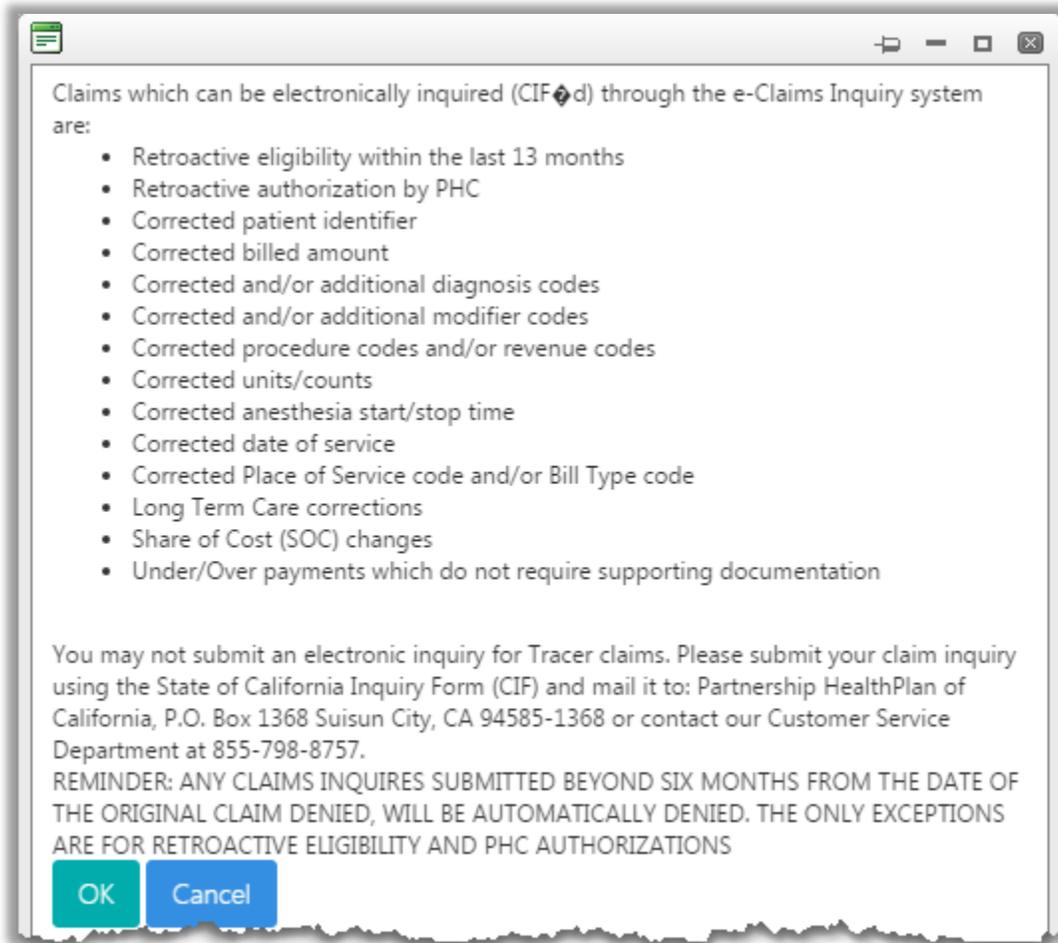
When you click the **Submit CIF** button on the Claims Summary screen, the system displays one of two messages:

- An error message indicating that the CIF request is not within the valid time period.



**Figure 19. CIF invalid time period error message**

- A listing of the kinds of claim adjustments for which you can submit a CIF electronically. Click the **OK** button to continue to the Claims Inquiry Form page for that claim.



**Figure 20. CIF requirements information box**

After you click the OK button in the CIF requirements information box, the system displays the Claims Inquiry Form page.

The Claims Inquiry Form page contains several sections in which you can add or change information, as required by the claim adjustment you are requesting.

The screenshot displays the PHCONLINE SERVICES interface for the North State Physicians Group. The user is logged in as eAdmin1. The main heading is "PHC - Claims Inquiry Form".

**CIF Details Section:**

- CIF Number: C161616616161
- CCN Number: 111111101693
- Retro Authorization#: TAR Number
- Claim Type: Select One
- Bill Type (UB04 Only Box 4): Select One
- Type (UB04 Only Box 19): Select One

**Patient Details Section:**

- Medi-Cal #: 12365477C6
- Change Medi-Cal # to: New Medical Number
- Buttons: Validate Member (green), Clear (blue)
- Patient Name: MARY JONES
- New Patient Name: (empty)
- Retroactive eligibility within last 13 months:

Figure 21. Claims Inquiry Form, CIF Details and Patient Details sections

*CIF Details*

- **Claim Type** and **Type (UB04 Only Box 19)** – required fields  
Select options from the dropdown lists.
- **Bill Type (UB04 Only Box 4)** – required for facility billing
- **Retro Authorization#** – treatment authorization request (TAR) number or referral authorization request (RAF) number

*Patient Details*

- You can change the patient associated with a claim:
  1. Enter the number for the correct patient in the **Change Medi-Cal # to:** field.
  2. Click the **Validate Member** button to verify the patient’s eligibility.
  3. Click the **Clear** button to remove the newly entered number.
- To indicate that the patient has retroactive eligibility, check the box for **Retroactive eligibility within last 13 months.**

**Provider Details**

Medi-Cal ID: GR0033333      Provider Name: NORTH STATE PHYSICIANS GROUP

---

**Service Lines**

Line#	Date From	Date To	Proc Code(s)	LC	Charge(\$)	SOC/Ded(\$)	Pay(\$)	Counts/Units	Diagnosis	Modifiers	U+	Amount Expected	NDC Code
0100	2/18/2016		99214	22	310.8	0	0	1/0	L4059 , Z79899,Z79899	/,	0		<a href="#">Edit</a> <a href="#">Delete</a>

---

**Action Requested**

Action:       Phone:

Notify Me:

Email:

Figure 22. Claims Inquiry Form; Provider Details, Service Lines, and Action Requested sections

*Provider Details*

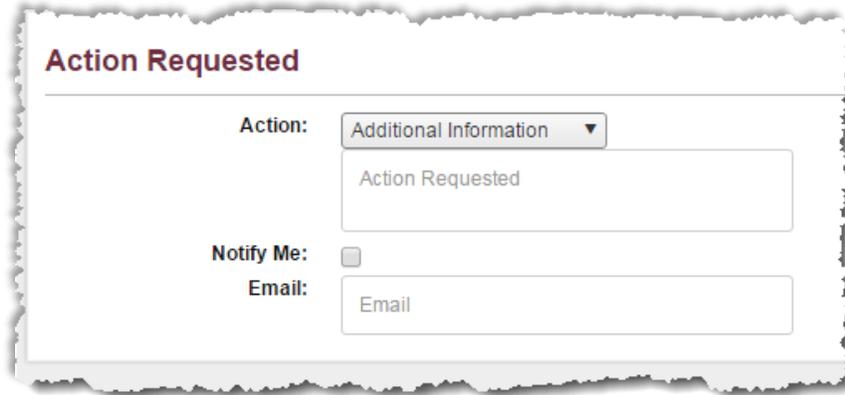
This information is provided for informational purposes. It is not editable.

*Service Lines*

- This section displays the details of all service lines associated with the claim.
- On each service line, there are two links to the far right.
  - Click **Edit** to open the Update ServiceLine pane. You can make the necessary changes to the service line fields.
    1. Enter new information or correct existing information for the service line.
    2. Click the **Save Changes to Service Line** button.
  - Click **Delete** to delete the service line. Click the **Undo Delete** button to restore the service line.

### *Action Requested*

1. Select one or more actions from the **Action** dropdown list.  
If you don't see an appropriate option in the dropdown list, you can select *Additional Information* and type the information in the text field that opens.

The image shows a screenshot of a web form titled "Action Requested". The form has a white background with a light gray border. At the top, the title "Action Requested" is displayed in a dark red font. Below the title, there are three main sections. The first section is labeled "Action:" and contains a dropdown menu with "Additional Information" selected and a small downward arrow. Below the dropdown is a text input field containing the text "Action Requested". The second section is labeled "Notify Me:" and contains an unchecked checkbox. The third section is labeled "Email:" and contains a text input field with the placeholder text "Email".

**Figure 23. Claims Inquiry Form, Additional Information text field**

2. Enter your phone number.  
This is required.
3. Optionally, to be notified about this CIF:
  - a. Click the **Notify Me** check box.
  - b. Enter your email address.

When you have finished making changes, click the **Submit CIF** button. A message box indicates whether there are errors to be corrected or the submission was successful.

- If there are errors, click the **OK** button. Then fix the errors, and click the **Submit CIF** button again.
- If the submission was successful, click the **OK** button to proceed to the Claims Inquiry Confirmation page.

## Review Claims Inquiry Confirmation

When you click the **OK** button on the CIF successful submission message, the system displays the Claims Inquiry Confirmation page for that CIF.

**PHCONLINE SERVICES**
NORTH STATE PHYSICIANS GROUP
eAdmin1

**PHC - Claims Inquiry Confirmation** Print

---

**CIF Attachments**

CIDC Number	File Name	File Type	File Size
No attachments uploaded...			
+ Add New Attachment <span style="float: right;">Refresh </span>			

---

**CIF Details**

CIF Number: C161616616161	CCN Number: 161616616161
TAR Number:	Claim Type: Hospital Outpatient
Bill Type (UB04 Only Box 4):	Type (UB04 Only Box 19): NON-ER

---

**Patient Details**

Medi-Cal #: 12365477C6	Patient Name: MARY JONES
Change Medi-Cal # to: Retroactive eligibility within last 13 months: No	New Patient Name:

---

**Provider Details**

Medi-Cal ID: GR0033333	Provider Name: NORTH STATE PHYSICIANS GROUP
------------------------	---

---

**Service Lines**

Line#	Date From	Date To	Proc Code(s)	LC	Charge(\$)	SOC/Ded(\$)	Pay(\$)	Counts/Units	Diagnosis	Modifiers	U+	Amount Expected	NDC Code
0100	2/18/2016	2/18/2016	99214	22	310.8	0	0	100/0	L4059, Z79899, Z79899	/,	0		

---

**Action Requested**

Action: Additional Information	Phone: 5551234567
Notify Me: <input type="checkbox"/>	
Email: <input type="text"/>	

Figure 24. Claims Inquiry Confirmation screen

**On this screen you can:**

- Review the CIF information.
- Add attachments to a CIF.
- View and delete CIF attachments.
- Print the Claims Inquiry Confirmation.

**Review the CIF Information**

Review the information you have entered to ensure it is correct. If you want to make changes, you can retract the CIF and re-create it. See [Retract a CIF](#) for more information.

**Add Attachments to a CIF**

You can attach PDF files, Microsoft Word files, and image files to the CIF. The maximum file size is 10 MB. Accepted file types are as follows:

- PDF
- DOC, DOCX
- PNG, GIF, JPG, JPEG

You can only add attachments while you are viewing the Claims Inquiry Confirmation page. You cannot add them after leaving this page.

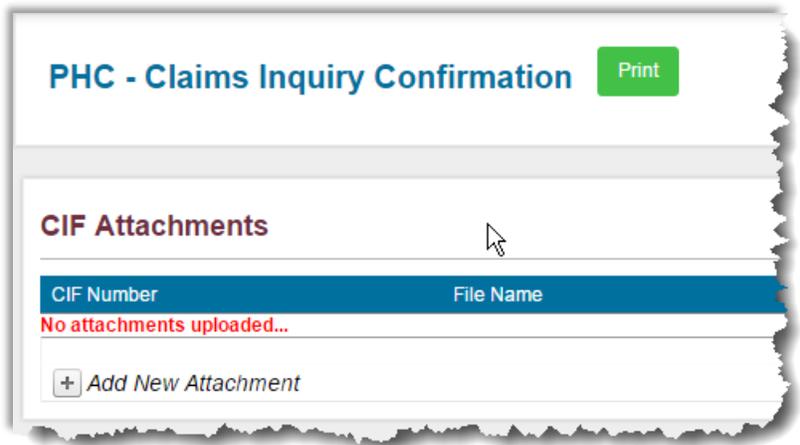


Figure 25. CIF Attachments section of Claims Inquiry Confirmation screen

1. Click *Add New Attachment* in the CIF Attachments section of the screen.

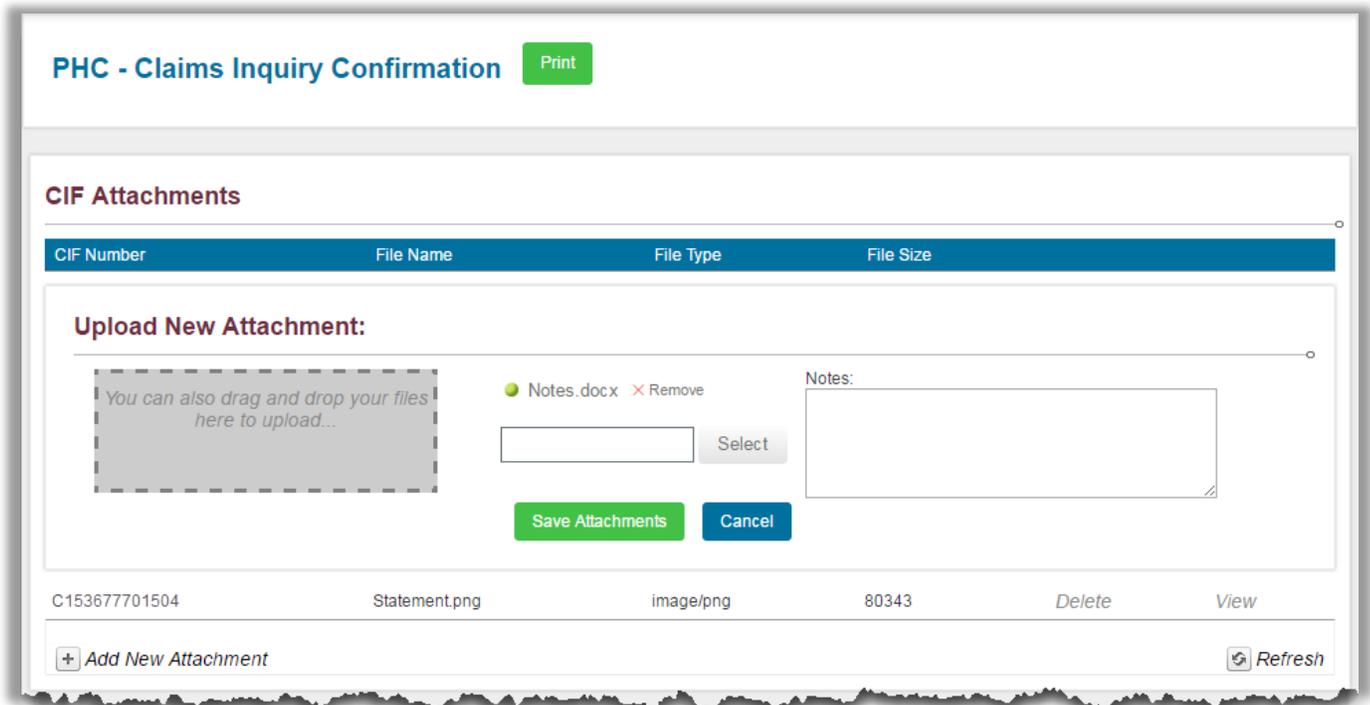


Figure 26. Upload New Attachment section of Claims Inquiry Confirmation screen

2. Under Upload New Attachment, you can add a file two ways:
  - Drag-and-drop the file to the grey box.
  - Click the **Select** button. In the Open dialog box, navigate to the file you want to add, then click the **Open** button.
3. The file name appears above the **Select** button.  
To delete a file, click the *Remove* link next to the file name.
4. Optionally, you can add information to the **Notes** text box.

5. Click the **Save Attachments** button.  
Attachments will be listed in the CIF Attachments section of the Claims Inquiry Confirmation screen.

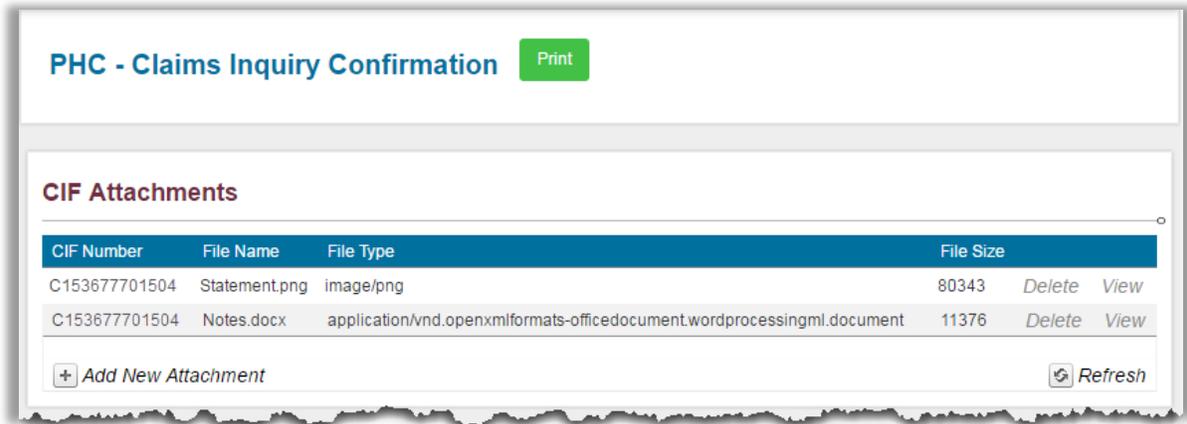


Figure 27. Claims Inquiry Confirmation screen with list of attachments

6. To add more attachments, click the *Add New Attachment* link again.

### ***View or Delete CIF Attachments***

After you click the **Save Attachments** button under Upload New Attachment, the system shows you a list of attachments for the CIF. You can view the attachments or delete one or more of them.

**Note:** These functions are only available after clicking the **Save Attachments** button and before leaving the Claims Inquiry Confirmation screen.

- View Attachments
  - To the right of the file size, click the *View* link.  
This will download the file to your computer.
- Delete Attachments
  1. To the right of the file size, click the *Delete* link.
  2. Click **OK** to confirm the deletion.

### ***Print the Claims Inquiry Confirmation***

Click the **Print** button at the top of the screen.

## Claims CIF or Re-CIF Status Inquiry Module

The Claims CIF or Re-CIF Status Inquiry module allows you to search for claims and view detailed information about them.

This section contains the following topics:

- Search for CIFs or Re-CIFs
- View a CIF

Access the Claims CIF or Re-CIF Status Inquiry screen from the Claim Modules page.

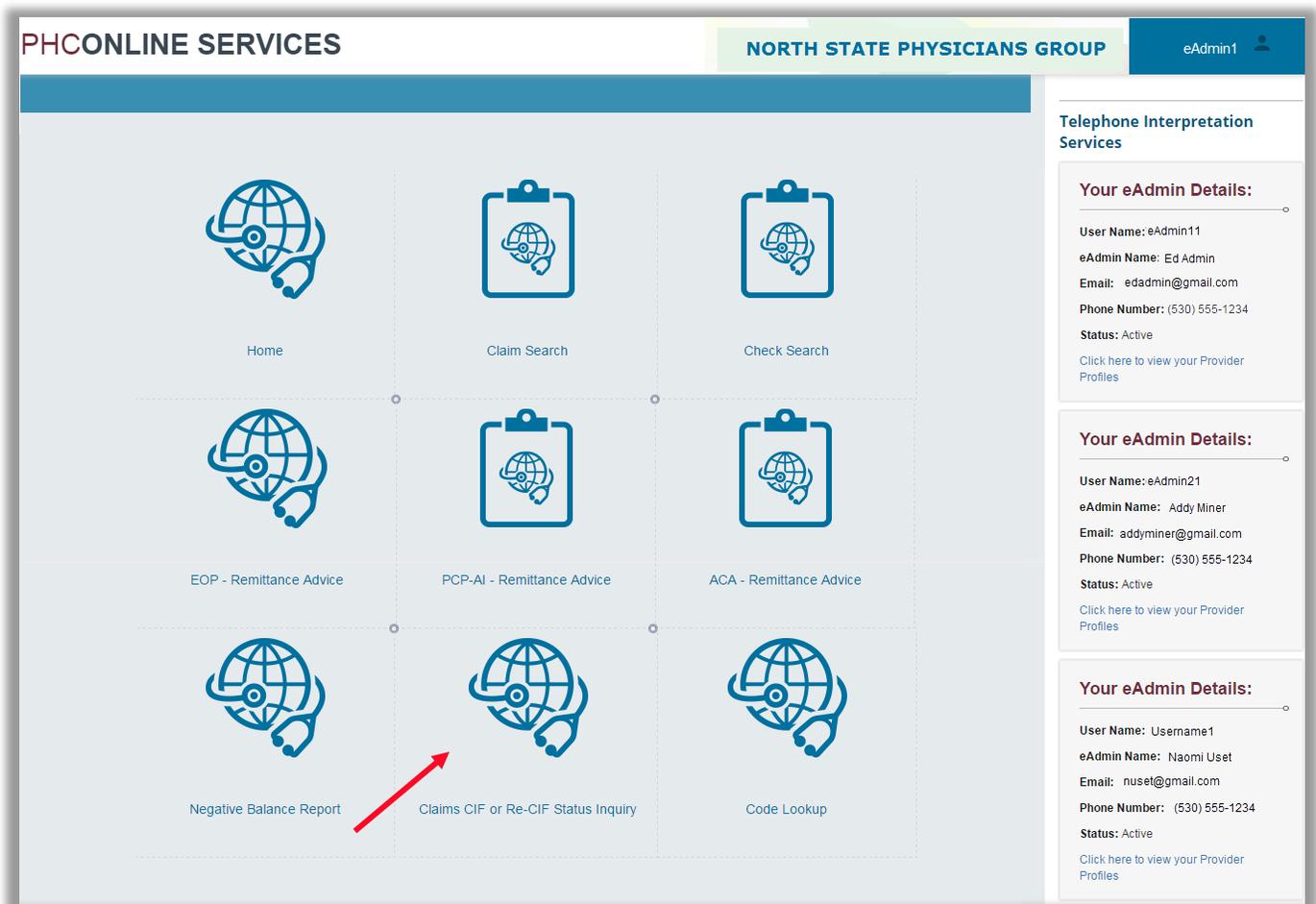


Figure 28. Claim Modules page

## Search for CIFs or Re-CIFs

**PHCONLINE SERVICES** **NORTH STATE PHYSICIANS GROUP** eAdmin1

**Claims CIF or Re-CIF Status Inquiry**

All items checked Select Provider Profiles

**CIF or Re-CIF Search**

CIF# or Re-CIF#:

Claim Control Number:

CIN:

CIF or Re-CIF submitted date range:

CIF Status:

**Search Help!**

Below is the search Criteria

1. CIF # / Re-CIF #
2. Claim Control Number
3. CIN #
4. CIF / Re-CIF Submitted Date Range
5. CIF Status

CIF# or Re-CIF#	Status	Member CIN	Member Name	Submit Date	Submit By	Dt Response	view
C033333303393	CIF Replied	98475466C3	ROBERT SMITH	02/26/2009	USERNAME18	05/20/2009	View
C122222220223	CIF Replied	98475466C3	ROBERT SMITH	03/06/2015	USERNAME12	08/01/2015	View
C707777700837	CIF Replied	12365477C6	MARY JONES	05/04/2011	USERNAME70	08/08/2011	View
C123123124000	CIF Replied	12365477C6	MARY JONES	09/07/2007	USERNAME70	09/10/2007	View
C177777701231	CIF Replied	98475466C3	ROBERT SMITH	08/11/2010	USERNAME12	07/29/2010	View
C004447707983	CIF Replied	98475466C3	ROBERT SMITH	09/30/2013	USERNAME70	10/25/2013	View
C110033300334	CIF Replied	12365477C6	MARY JONES	08/10/2013	USERNAME70	07/18/2013	View
C100007717770	CIF Replied	12365477C6	MARY JONES	04/29/2011	USERNAME70	08/01/2011	View
C19009800989	CIF Replied	98475466C3	ROBERT SMITH	11/15/2011	USERNAME18	01/05/2012	View
C789797899988	CIF Replied	12365477C6	MARY JONES	12/19/2011	USERNAME70	02/17/2012	View

Page size: 10 21412 items in 2142 pages

**Figure 29. Claims CIF or Re-CIF Status Inquiry screen with results**

**On this screen you can:**

- Select the provider profiles.
- Specify CIF or Re-CIF search criteria.
- Review, sort, and filter CIFs. (See [Sort and Filter Lists](#) for more information.)
- Select a specific CIF or Re-CIF from the search results.
- Clear the search criteria.

### **Select Provider Profile**

When you open the Claim Search screen, the default selects all providers by the login IRS Tax ID number. To reduce the list:

1. Click the dropdown list box to open the list of providers.
2. Clear the check box next to Check All to deselect all providers.
3. Scroll down the list and select the desired provider(s).
4. Click the **Select Provider Profiles** button.  
Only CIFs and Re-CIFs associated with the selected providers will appear.

### **Specify CIF or Re-CIF Search Criteria**

1. Enter one of the following search criteria options:
  - CIF or Re-CIF Number – displays that specific CIF or Re-CIF
  - Claim control number – displays CIFs and Re-CIFs for that claim
  - CIN (client index number) – displays CIFs and Re-CIFs associated with all claims for that member
  - CIF or Re-CIF submitted date range – displays all CIFs and Re-CIFs submitted within the specified date range
  - CIF Status – displays all CIFs and Re-CIFs with the selected status
2. Click the **Search** button.

The search results appear in a table at the bottom of the page. Depending on the search criteria used, one or more CIFs or Re-CIFs will be listed. In the case of multiple listings, you can sort and filter the list.

### **Select a CIF or Re-CIF from Search Results**

To view a specific CIF or Re-CIF, click the *View* link in the View column. See [View a CIF](#) for more information.

### **Clear the Search Criteria**

To clear the current search, click the **Clear** button below the search criteria.

## View a CIF

You can access the View Claims Inquiry page from two places:

- When you click the **View CIF** button on the Claims Summary screen, the system displays the View Claims Inquiry page for that claim.
- When you click the *View* link in the View column of the Claims CIF or Re-CIF Status Inquiry screen, the system displays the View Claims Inquiry page for the selected CIF or Re-CIF.

**PHCONLINE SERVICES** NORTH STATE PHYSICIANS GROUP eAdmin1

**PHC - View Claims Inquiry** [Print](#)

**CIF Details**

CIF Number: C012345604321  
 TAR Number:  
 Bill Type: 13★  
 (UB04 Only Box 4):

CCN Number: C012345604321  
 Claim Type: Physician  
 Type (UB04): ER  
 Only Box 19):

**Patient Details**

Medi-Cal #: 98475466C3  
 Change Medi-Cal # to: 12365477C6★  
 Retroactive eligibility within last 13 months: YES★

Patient Name: ROBERT SMITH  
 New Patient Name: MARY JONES

**Provider Details**

Medi-Cal ID: HSP56555B  
 Provider Name: GENERAL HOSPITAL

**Service Lines**

Line#	Date From	Date To	Proc Code(s)	LC	Charge(\$)	SOC/Ded(\$)	Pay(\$)	Counts/Units	Diagnosis	Modifiers	U+	Amount Expected	NDC Code
0100	12/12/2015	12/12/2015	Z7610	23	760.7	0	29.05	100/0	K5900 , R1031,R1031	/,	0		
0200	12/11/2015	12/11/2015	98374	23	636.46	0	96.47	100/0	K5900 , R1031,R1031	/,	0		test
0300	12/11/2015	12/11/2015	36415	23	158	0	0	100/0	K5900 , R1031,R1031	/,	0		
0400	12/11/2015	12/11/2015	80053	23	380	0	0	100/0	K5900 , R1031,R1031	26/,	0		
0500	12/11/2015	12/11/2015	80053	23	380	0	0	100/0	K5900 , R1031,R1031	TC/,	0		
0600	12/11/2015	12/11/2015	83890	23	250.8	0	2.9	100/0	K5900 , R1031,R1031	26/,	0		
0700	12/11/2015	12/11/2015	83890	23	250.8	0	11.66	100/0	K5900 , R1031,R1031	TC/,	0		
0800	12/11/2015	12/11/2015	85025	23	237.6	0	3.29	100/0	K5900 , R1031,R1031	26/,	0		
0900	12/11/2015	12/11/2015	85025	23	237.6	0	13.15	100/0	K5900 , R1031,R1031	TC/,	0		

Page 1 of 2, items 1 to 10 of 16.

**Action Requested**

Action: Retro Updates to - RAF  
 Phone: (000) 555-1234

Notify Me: YES  
 Email: ECIFPHC@Partnership.org

[Retract CIF](#)

Figure 30. View Claims Inquiry screen

**On this screen you can:**

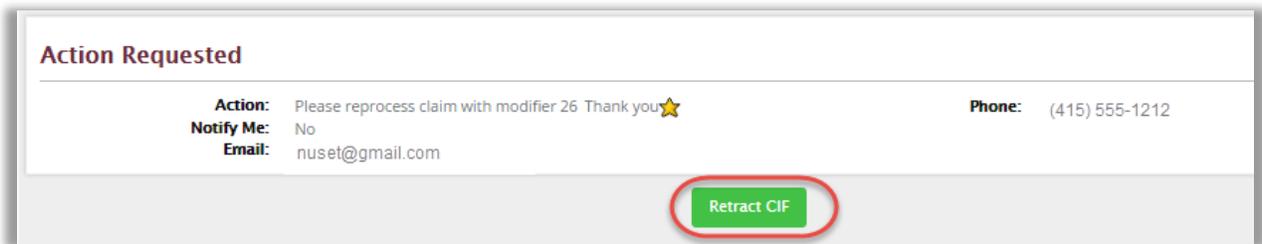
- Print the View Claims Inquiry page.
- Retract a CIF.
- Submit a Re-CIF.

**Print the View Claims Inquiry page**

Click the **Print** button at the top of the screen.

**Retract a CIF**

To retract a CIF that has been submitted, but for which a response has not yet been posted, click the **Retract CIF** button at the bottom of the screen.



**Figure 31. Retract CIF button**

**Submit a Re-CIF**

To submit a Re-CIF for a CIF that has already received a response, click the **Submit ReCIF** button at the bottom of the screen. The option to submit a Re-CIF is available for 90 days after the original CIF has received a response.

When you click the **Submit ReCIF** button, the system displays the Claims Inquiry Form page. See the following for more information:

- [Submit a CIF](#) for details about completing the form.
- [Review Claims Inquiry Confirmation](#)
- [Add Attachments to a CIF](#)

## Remittance Advice Modules

There are three Remittance Advice modules:

- **EOP – Remittance Advice Module:** Provides details on the Explanation of Payments and the claims that have been paid, denied, or adjusted.
- **PCP-AI – Remittance Advice Module:** Provides details on the Explanation of Payments for Primary Care Access Initiative payments.
- **ACA – Remittance Advice Module:** Provides details on the Explanation of Payments for claims with dates of service in 2013 and 2014 processed under the Affordable Care Act.

Each module can be accessed with its own icon from the Claim Modules page. For instructions on how to use each module, click one of the module names above.

**PHCONLINE SERVICES** NORTH STATE PHYSICIANS GROUP eAdmin1

Telephone Interpretation Services

**Your eAdmin Details:**

User Name: eAdmin11  
eAdmin Name: Ed Admin  
Email: edadmin@gmail.com  
Phone Number: (530) 555-1234  
Status: Active  
[Click here to view your Provider Profiles](#)

**Your eAdmin Details:**

User Name: eAdmin21  
eAdmin Name: Addy Miner  
Email: addyminer@gmail.com  
Phone Number: (530) 555-1234  
Status: Active  
[Click here to view your Provider Profiles](#)

**Your eAdmin Details:**

User Name: Username1  
eAdmin Name: Naomi Uset  
Email: nuset@gmail.com  
Phone Number: (530) 555-1234  
Status: Active  
[Click here to view your Provider Profiles](#)

Home Claim Search Check Search

EOP - Remittance Advice PCP-AI - Remittance Advice ACA - Remittance Advice

Negative Balance Report Claims CIF or Re-CIF Status Inquiry Code Lookup

Figure 32. Claim Modules page

## EOP – Remittance Advice Module

The EOP – Remittance Advice Module provides details on the Explanation of Payments and the claims that have been paid, denied, or adjusted.

### Remittance Advice Search

You can search for remittance advice by date range or by claim number.

The screenshot shows the PHC ONLINE SERVICES interface for the EOP Search module. The header includes 'PHCONLINE SERVICES', 'NORTH STATE PHYSICIANS GROUP', and a user profile for 'eAdmin1'. The main content area is titled 'PHC - Remittance Advice' and contains an 'EOP Search' form. The form has three input fields: 'EOP From Date' (12/31/2015), 'EOP To Date' (5/31/2016), and 'Claim Number' (empty). There are 'Search' and 'Clear' buttons. A 'Search Help!' box provides criteria: '1. From Date (for e.g.: mm/dd/yy) AND To Date (for e.g.: mm/dd/yy)' and '2. Claim Number'. Below the form is a note: 'Note :6 months (12/1/2015 to 6/27/2016 ) of data available for review. For service outside this date range please contact PHC Claims department @ (707) 863-4130. for RAF,TAR and Claims transactions'. The results are displayed in a table with columns: Run Date, Check Run Type, Payee, Check#, and two Actions columns. The table contains three rows of data.

Run Date	Check Run Type	Payee	Check#	Actions	Actions
12/31/2015	Medi-Cal	O NSPG	R20001234567	<a href="#">Paid/Denied Claims</a>	<a href="#">Pended Claims</a>
1/1/2016	Medi-Cal	O NSPG	R20002345678	<a href="#">Paid/Denied Claims</a>	<a href="#">Pended Claims</a>
5/31/2016	CHDP	O NSPG	R20003456789	<a href="#">Paid/Denied Claims</a>	<a href="#">Pended Claims</a>

Figure 33. EOP Search screen with results

**On this screen you can:**

- Specify remittance advice search criteria.
- Review and sort search results. (See [Sort and Filter Lists](#) for more information.)
- Access claims associated with each remittance advice.
- Clear the search criteria.

## Specify Remittance Advice Search Criteria

1. Enter one of the following search criteria options:
  - Date range – displays remittance advice and associated check numbers run on each date within the range.  
Note: The available date range is displayed at the bottom of the screen.
  - Claim number – displays details for that claim number.
2. Click the **Search** button.
  - If you searched with a date range, the list of remittance advice and associated check numbers is displayed at the bottom of the page.
  - If you searched with a claim number, details for that claim are displayed on the Claim Details page. The top of the page displays patient name and member ID, claim control number, and claim status. The table displays the details of the claim.

## Access Claims Associated with Each Remittance Advice

To access associated claims, click the **Paid/Denied Claims** button or the **Pended Claims** button in the row for that check number.

## Remittance Advice Paid/Denied

When you click the **Paid/Denied Claims** button in the search results, the Remittance Advice Paid/Denied page opens. The page displays the provider name and address with the check number, run date and payee number, and a list of the claims paid or denied for that check. Information about the claims appeal process is displayed at the bottom of the page.

The screenshot displays the 'PHCONLINE SERVICES' interface for 'NORTH STATE PHYSICIANS GROUP'. The page title is 'PHC - Remittance Advice Paid/Denied'. The provider information is as follows:

Provider Name:	NORTH STATE PHYSICIANS GROUP
Address:	3200 MAIN STREET TOWNSHIP CA - 95555
Check #:	92000124667
Run Date:	12/31/2015
Payee #:	0 NSPG

Search fields include:

- Control #: Claim Control#
- Patient Name: First Name OR Last Name
- ID #: Patient CINF

Buttons: Search in RA, Clear/Refresh

Figure 34. Remittance Advice Paid/Denied screen detail showing provider information

***On this screen you can:***

- Review search results.
- Search for specific claims paid or denied.
- Clear the search criteria and refresh the claims list.
- Return to the previous screen.

***Search for Specific Claims Paid or Denied***

You can search for specific items based on one of three sets of criteria.

1. In the upper right part of the page, enter one of the following search criteria options:
  - Control # – This is the claim control number (CCN).
  - Patient Name – You can enter the first or last name.
  - ID # – This is the client index number (CIN).
2. Click the **Search in RA** button.  
The list of claims paid by this remittance advice now displays only the claims that match the criteria you entered.
3. To remove your search criteria and see the complete list again, click the **Clear/Refresh** button or the **Load All Claims** button at the top of the page.

***Return to Previous Screen***

To return to the previous screen, click the **Back** button at the top of the page.

## Remittance Advice Pended

When you click the **Pended Claims** button in the EOP Search results, the Remittance Advice Pended page opens. The page displays the provider name and address with the check number, run date and payee number, and a list of the pended claims. Information about the claims appeal process is displayed at the bottom of the page. Note that pended claims do not include payment status.

The screenshot shows the 'PHCONLINE SERVICES' interface for 'NORTH STATE PHYSICIANS GROUP'. The user is logged in as 'eAdmin1'. The page title is 'PHC - Remittance Advice Pended'. There are buttons for 'Load All Claims' and 'Back'. The main content area displays the following provider information:

Provider Name:	NORTH STATE PHYSICIANS GROUP
Address:	3200 MAIN STREET TOWNSHIP CA - 95555
Check #:	R20001234567
Run Date:	12/31/2015
Payee #:	O NSPG

Search criteria fields include:

- Control #: Claim Control#
- Patient Name: FirstName OR LastName
- ID #: Patient CIN#

Buttons: Search in RA, Clear/Refresh

Figure 35. Remittance Advice Pended screen detail showing provider information

### ***On this screen you can:***

- Review search results.
- Search for specific pended claims pended.
- Clear the search criteria and refresh the claims list.
- Return to the previous screen.

**Note:** If a claim is in pended status, PHC is actively working on it. Its appearance here is for informational use only. You do not need to take any action until it appears on a paid/denied remittance advice.

### ***Search for Specific Pended Claims***

You can search for specific items based on one of three sets of criteria.

1. In the upper right part of the page, enter one of the following search criteria options:
  - Control # – This is the claim control number (CCN).
  - Patient Name – You can enter the first or last name.
  - ID # – This is the client index number (CIN).
2. Click the **Search in RA** button.  
The list of pended claims now displays only the claims that match the criteria you entered.
3. To remove your search criteria and see the complete list again, click the **Clear/Refresh** button or the **Load All Claims** button at the top of the page.

### ***Return to Previous Screen***

To return to the previous screen, click the **Back** button at the top of the page.

## PCP-AI – Remittance Advice Module

The PCP-AI – Remittance Advice Module provides details on the Explanation of Payments for Primary Care Access Initiative payments.

**Note:** The Primary Care Access Initiative (PCP-AI) provides increased reimbursement for practices that are open to new PHC members.

### Primary Care Access Initiative Payments - Remittance Advice Search

You can search for PCP-AI remittance advice by date range or by claim number.

The screenshot displays the PHCONLINE SERVICES interface for the Primary Care Access Initiative Payments - Remittance Advice Search. The header shows 'PHCONLINE SERVICES' and 'NORTH STATE PHYSICIANS GROUP' with a user profile 'eAdmin1'. The main content area is titled 'Remittance Advice- PCP AI' and 'Primary Care Access Initiative Payments - Remittance Advice Search'. It features search criteria: 'From Date' (1/1/2014), 'To Date' (6/26/2016), and 'Claim Number'. There are 'Search' and 'Clear' buttons. A 'Search Help!' box provides criteria: '1. From Date (for e.g.: mm/dd/yy) AND To Date (for e.g.: mm/dd/yy)' and '2. Claim Number'. Below is a table of results:

Run Date	Run Type	Payee	Actions
07/14/2015	PCP - AI	O ONSPG	Select
10/16/2015	PCP - AI	O ONSPG	Select
01/04/2016	PCP - AI	O ONSPG	Select
03/24/2016	PCP - AI	O ONSPG	Select

Figure 36. Primary Care Access Initiative Payments - Remittance Advice Search screen with results

#### On this screen you can:

- Specify remittance advice search criteria.
- Review search results.
- Access details for each run date.
- Clear the search criteria.

**Specify Remittance Advice Search Criteria**

1. Enter one of the following search criteria options:
  - Date range – displays remittance advice and associated check numbers run on each date within the range.
  - Claim number – displays details for that claim number.
2. Click the **Search** button.
  - If you searched with a date range, results for that date range are displayed below.
  - If you searched with claim number, details for that patient are displayed.

**Access Details for Each Run Date**

To access details for a run date, click the **Select** button in the row for that run date.

**Primary Care Access Initiative Payments**

When you click the **Select** button in the Primary Care Access Initiative Payments - Remittance Advice Search results, the Primary Care Access Initiative Payments page opens. The page displays the payee code, provider name and address, and run date.

Member Cn	Patient Name	Patient Account #	Svc Line #	Date of Service	Procedure Code Bilateral	Procedure Code Crosswalk	Original Billed Amount	Original Allowed Amount	Medicare Paid Amount	TPP Paid Amount	ACA Medicare Allowed	Net Adjustment
98475466C3	ROBERT SMITH	4322220	12345667891200	19/01/2015	99213	99213	108.83	26.40	0.00	0.00	86.98	60.58
12365477C6	MARY JONES	43111000	19876554321201	07/01/2015	99213	99213	108.83	26.40	0.00	0.00	86.98	60.58
98475466C3	ROBERT SMITH	4322220	12345667891200	15/01/2015	99213	99213	108.83	26.40	0.00	0.00	86.98	60.58
12365477C6	MARY JONES	43111000	19876554321201	19/01/2015	99213	99213	108.83	26.40	0.00	0.00	86.98	60.58
98475466C3	ROBERT SMITH	4322220	12345667891200	07/02/2015	99291	99291	608.08	0.00	190.69	0.00	317.95	127.26
12365477C6	MARY JONES	43111000	19876554321201	09/02/2015	99233	99233	287.50	0.00	90.16	0.00	116.05	25.89
98475466C3	ROBERT SMITH	4322220	12345667891200	09/02/2015	99291	99291	608.08	0.00	190.69	0.00	317.95	127.26
12365477C6	MARY JONES	43111000	19876554321201	21/02/2015	99222	99222	377.08	0.00	118.25	0.00	152.97	34.72
98475466C3	ROBERT SMITH	4322220	12345667891200	26/02/2015	99221	99221	277.53	0.00	87.03	0.00	112.20	25.17
12365477C6	MARY JONES	43111000	19876554321201	05/03/2015	99214	99214	159.69	0.00	97.47	0.00	127.37	29.90
							441850.04	46724.75	114992.90	638.49	314443.29	152087.15

Figure 37. Primary Care Access Initiative Payments screen with results

***On this screen you can:***

- Review, sort, and filter payment information. (See [Sort and Filter Lists](#) for more information.)
- Return to the previous screen.

***Return to Previous Screen***

To return to the previous screen, click the **Back** button in the upper right corner of the screen.

## ACA – Remittance Advice Module

The ACA – Remittance Advice Module provides details on the Explanation of Payments for the Affordable Care Act.

**Note:** The Affordable Care Act (ACA) mandated increased reimbursement to certain providers in calendar years 2013 and 2014.

### Affordable Care Act (ACA) – Remittance Advice Search

You can search for ACA remittance advice by date range or by claim number.

**PHCONLINE SERVICES** NORTH STATE PHYSICIANS GROUP eAdmin1

**Remittance Advice- ACA**

**Affordable Care Act (ACA) – Remittance Advice Search**

From Date: 12/31/2014

To Date: 5/31/2016

Claim Number:

**Search** **Clear**

**Search Help!**

Below is the search Criteria to search EOP

1. From Date (for e.g.: mm/dd/yy) AND To Date (for e.g.: mm/dd/yy)
2. Claim Number

Note :Data from (1/1/2014 to 6/27/2016 ) is available for review.  
For service outside this date range please contact PHC Claims department @ (707) 863-4130. for RAF,TAR and Claims transactions

Run Date	Run Type	Payee	Actions
01/21/2015	ACA	O ONSPG	Select
03/23/2015	ACA	O ONSPG	Select
06/25/2015	ACA	O ONSPG	Select
03/24/2016	ACA	O ONSPG	Select

Figure 38. Affordable Care Act (ACA) – Remittance Advice Search screen with results

***On this screen you can:***

- Specify remittance advice search criteria.
- Review search results.
- Access details for each run date.
- Clear the search criteria.

***Specify Remittance Advice Search Criteria***

1. Enter one of the following search criteria options:
  - Date range – displays remittance advice and associated check numbers run on each date within the range.  
Note: The available date range is displayed at the bottom of the screen.
  - Claim number – displays details for that claim number.
2. Click the **Search** button.
  - If you searched with a date range, results for that date range are displayed below.
  - If you searched with claim number, details for that patient are displayed.

***Access Details for Each Run Date***

To access details for a run date, click the **Select** button in the row for that run date.

## Affordable Care Act (ACA) – Remittance Advice

When you click the **Select** button in the Affordable Care Act (ACA) – Remittance Advice Search results, the Affordable Care Act (ACA) – Remittance Advice page opens. The page displays the payee code, provider name and address, and run date.

**PHCONLINE SERVICES** NORTH STATE PHYSICIANS GROUP eAdmin1

**Affordable Care Act (ACA) – Remittance Advice** [Print] [Back]

Payee: O ONSPG Address: 3200 MAIN ST  
 Provider Name: NORTH STATE PHYSICIANS GROUP TOWNSHIP CA-95555  
 Run Date: 3/24/2016

Provider Name: Timothy Goodman, MD NPI #: 19A00001542

Name	CIN	Account#	SvcLn#	DOS	ProcBl	ProcCrslWlk	Count	OrgBlAmt	OrgAllAmt	MedPdAmt	TPPAmt	ACAMedAlwd	NetACAAdj
ROBERT SMITH	98475466C3	088808880	3214101956870	8/3/2014	99462	99462	1	38.00	27.72	0.00	0.00	43.75	10.28
<b>Sub-Totals</b>								38.00	27.72	0.00	0.00	43.75	10.28

Provider Name: Timothy Goodman, MD NPI #: 19A00001542

Name	CIN	Account#	SvcLn#	DOS	ProcBl	ProcCrslWlk	Count	OrgBlAmt	OrgAllAmt	MedPdAmt	TPPAmt	ACAMedAlwd	NetACAAdj
ROBERT SMITH	98475466C3	088808880	3214101956870	10/1/2014	99232	99232	1	106.00	37.80	0.00	0.00	76.00	38.20

Figure 39. Affordable Care Act (ACA) – Remittance Advice screen with results

### On this screen you can:

- Review payment information.
- Return to the previous screen.

### Return to Previous Screen

To return to the previous screen, click the **Back** button in the upper right corner of the screen.

# Check Search Module

The Check Search module allows you to search for checks and view detailed information about them.

This section contains the following topics:

- Search for Checks
- View Checks Summary

Access the Check Search module from the Claim Modules page.

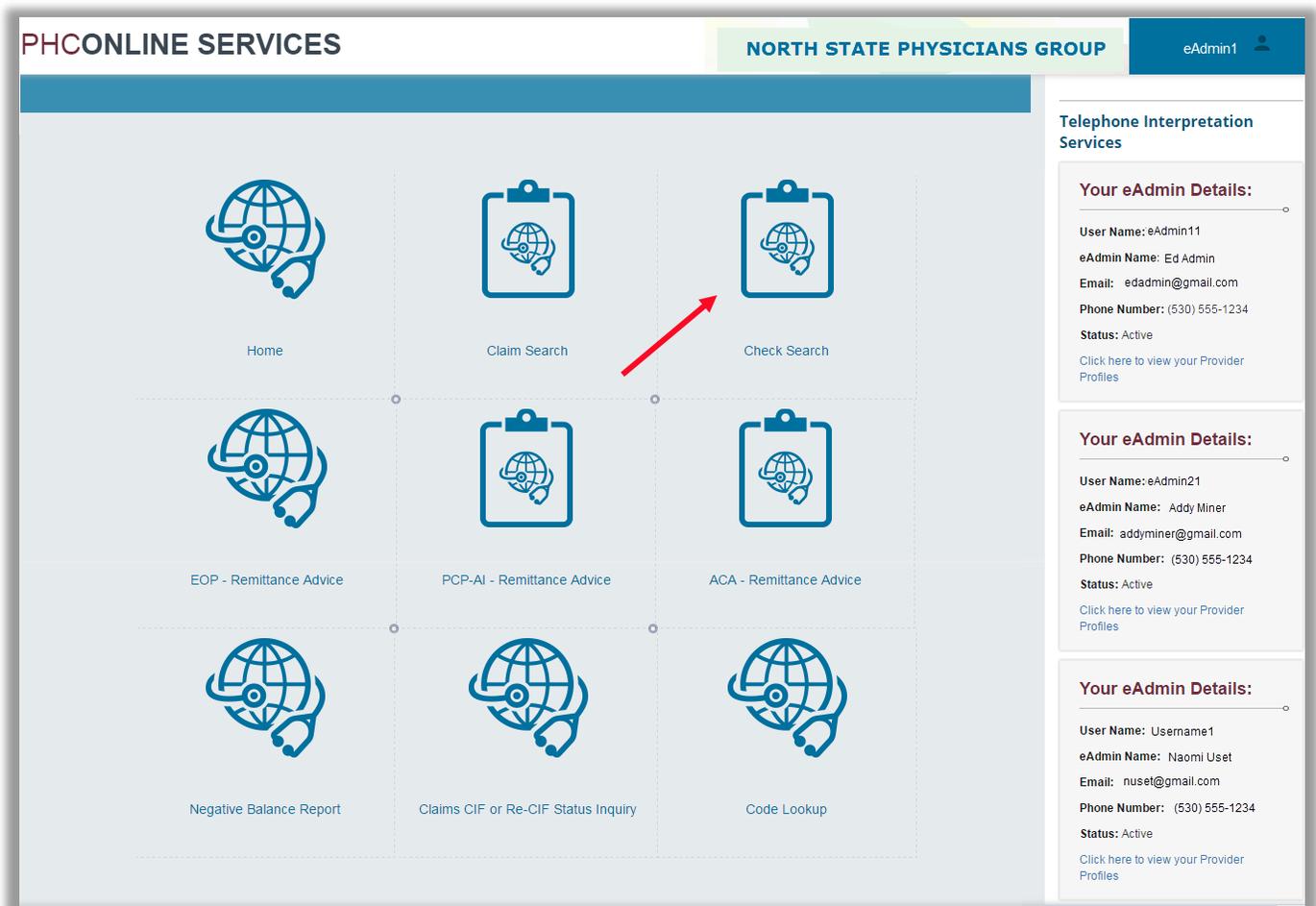


Figure 40. Claim Modules page

## Search for Checks

The screenshot shows the 'eChecks Search' interface. At the top, there are navigation icons and a sidebar. The main area contains search fields for 'Check Number', 'Payee' (set to 'All Payees'), 'Date From' (3/1/2016), and 'Date To' (6/1/2016). There are 'Search Check(s)' and 'Clear' buttons. A 'Search Help!' box provides instructions on search criteria. Below the search area is a table with columns: Check Number, Date Paid, Amount Paid, Is EFT?, and Status. The table lists several checks with their respective details.

Check Number	Date Paid	Amount Paid	Is EFT?	Status
R20009876543	03/07/2016	\$ 18987.41	Yes	Paid by normal batch run. Check has been written
HK000000099	03/07/2016	\$ 322111.82	Yes	Paid by normal batch run. Check has been written
R20005555555	03/07/2016	\$ 117720.18	Yes	Paid by normal batch run. Check has been written
HK0001231231	03/07/2016	\$ 2299.12	Yes	Paid by normal batch run. Check has been written
R20007777773	03/07/2016	\$ 82.50	Yes	Paid by normal batch run. Check has been written
R20004545453	03/07/2016	\$ 2837.19	Yes	Paid by normal batch run. Check has been written
R20009873260	03/07/2016	\$ 840.20	Yes	Paid by normal batch run. Check has been written
HK0005656567	03/07/2016	\$ 440.56	Yes	Paid by normal batch run. Check has been written

Figure 41. eChecks Search screen with results

**On this screen you can:**

- Specify check search criteria.
- Review, sort, and filter check search results. (See [Sort and Filter Lists](#) for more information.)
- Select a check from the search results.
- Clear the search criteria.

### ***Specify Check Search Criteria***

1. Enter one of the following search criteria options:
  - Check Number
  - Payee number(s) AND date range
  - Choose the specific payee from the dropdown list or click the **Select all Payees** option.
  - Enter the date range.
2. Click the **Search Check(s)** button.  
The search results appear in a table at the bottom of the page.

### ***Select a Check from Search Results***

To access detailed information about a specific check, click the number in the Check Number column.

### ***Clear the Search Criteria***

To clear the current search, click the **Clear** button below the search criteria.

## View Checks Summary

When you click a check number on the eChecks Search screen, the system displays the Checks Summary screen for that check.

**PHCONLINE SERVICES** NORTH STATE PHYSICIANS GROUP eAdmin1

**Checks**

**Summary**

Check Number: R20001234563 Total Paid: 18987.41  
 Check Status: Paid by normal batch run. Check has been written Date Paid: 3/7/2016  
 Payee: O ONSPG Total Claims: 441

Claim Number	Member#	Member Name	Provider#	Service Provider
160000000012	0005555511	ROBERT SMITH	10123 0001	NORTH STATE PHYSICIANS GROUP
160000001101	0005555511	ROBERT SMITH	10123 0001	NORTH STATE PHYSICIANS GROUP
160777777798	00002620062	MARY JONES	10123 0001	NORTH STATE PHYSICIANS GROUP
160000012345	0005555511	ROBERT SMITH	10123 0001	NORTH STATE PHYSICIANS GROUP
160788885657	00002620062	MARY JONES	10123 0001	NORTH STATE PHYSICIANS GROUP
160000004545	0005555511	ROBERT SMITH	10123 0001	NORTH STATE PHYSICIANS GROUP
160777887798	00002620062	MARY JONES	10123 0001	NORTH STATE PHYSICIANS GROUP
160004412345	0005555511	ROBERT SMITH	10123 0001	NORTH STATE PHYSICIANS GROUP
160788285657	00002620062	MARY JONES	10123 0001	NORTH STATE PHYSICIANS GROUP
160003332345	0005555511	ROBERT SMITH	10123 0001	NORTH STATE PHYSICIANS GROUP

Page size: 10 441 items in 45 pages

Figure 42. Checks Summary screen

**On this screen you can:**

- Review basic check information for the selected check.
- Review, sort, and filter claims paid by the check. (See [Sort and Filter Lists](#) for more information.)
- Access the Claims Summary page for each claim paid by the check.

### ***Review Basic Check Information***

The first section of the Checks Summary screen displays basic information about claims checks issued by PHC, including the following:

- Check number
- Check status
- Payee number
- Total amount paid
- Date paid
- Number of claims paid by the check

Paper checks do not report status information.

### ***Access Claims Summary Page***

Below the basic check information, the system displays a list of claims paid by that check.

1. To see details for each claim paid by the check, click the number in the Claim Number column.  
The system displays the Claims Summary page for that claim. See [View Claims Summaries](#) for more information.
2. Click the **Back** button to return to the Checks Summary page.

## Code Lookup Module

You use the Code Lookup module to check the validity of Diagnosis (DX) codes, Procedure Codes, and Modifiers based on the Date of Service you specify.

Code Lookup does not provide code description, billing requirements, or limitations.

This section contains the following topics:

- Check DX Code Validity
- Check Procedure Code Validity
- Check Modifier Validity

Access the Code Lookup screen from the Claim Modules page.

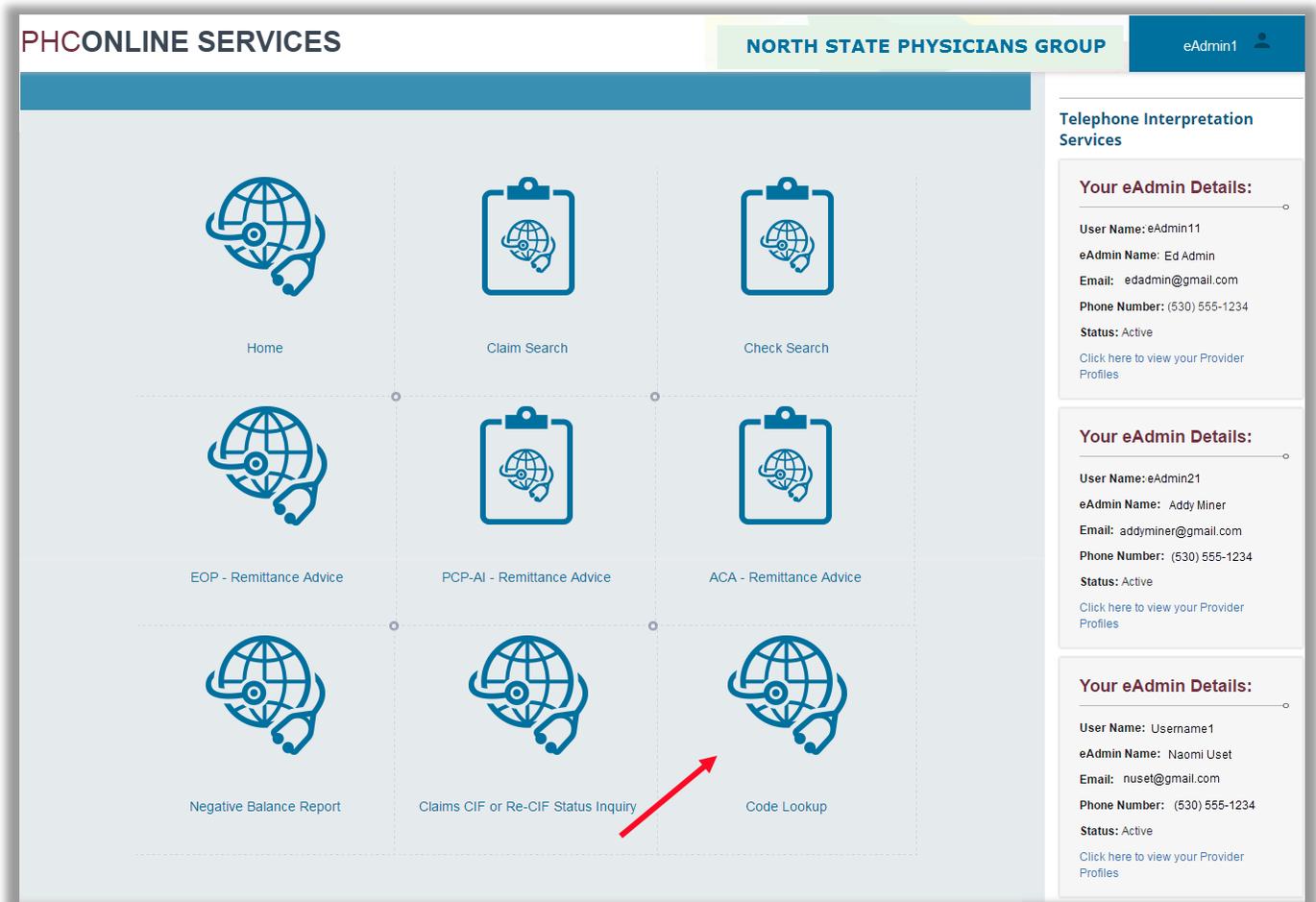
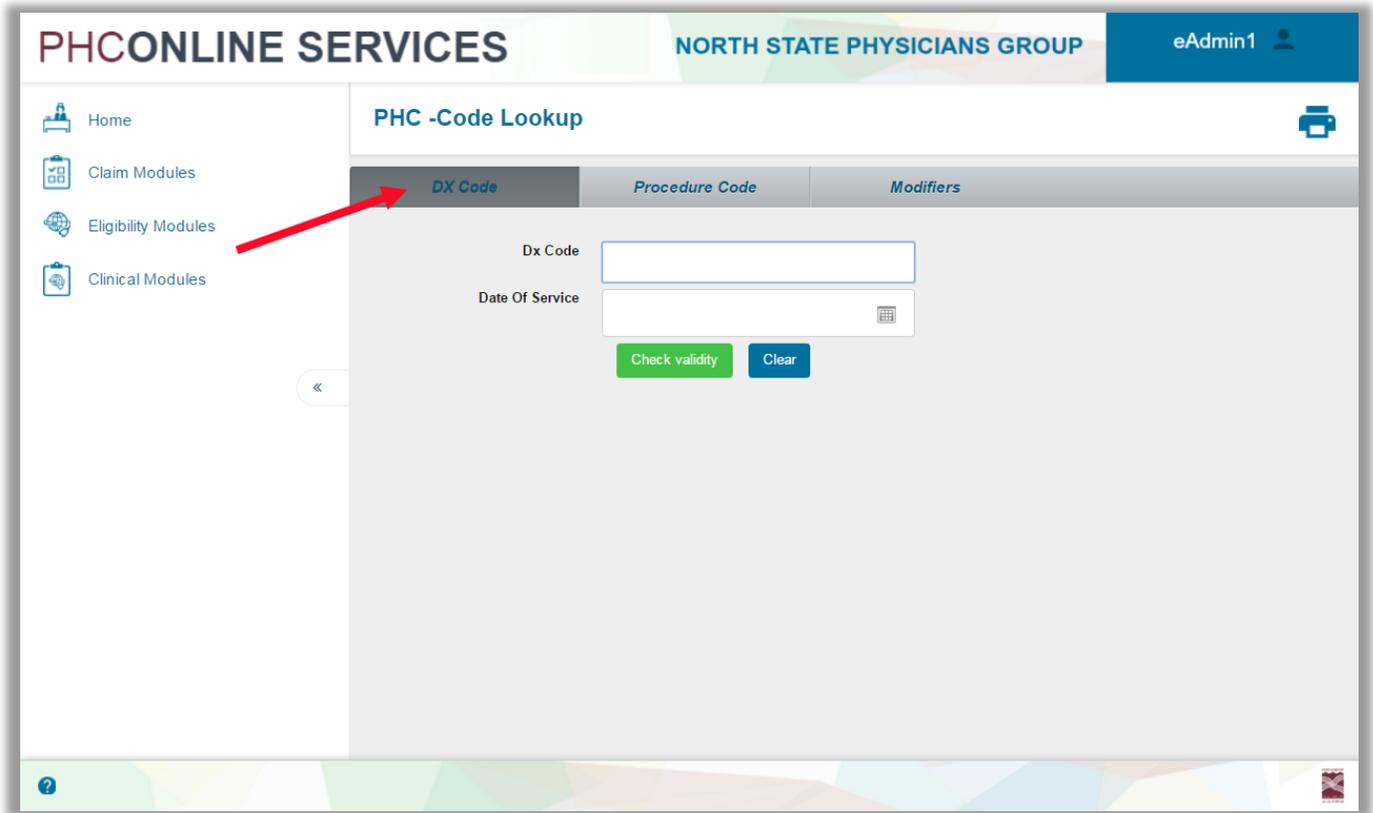


Figure 43. Claim Modules page

## Check DX Code Validity



The screenshot displays the PHCONLINE SERVICES interface for the NORTH STATE PHYSICIANS GROUP, with the user logged in as eAdmin1. The main navigation menu on the left includes Home, Claim Modules, Eligibility Modules, and Clinical Modules. The central area is titled "PHC -Code Lookup" and features three tabs: "DX Code", "Procedure Code", and "Modifiers". A red arrow points to the "DX Code" tab, which is currently selected. Below the tabs, there are two input fields: "Dx Code" and "Date Of Service". The "Date Of Service" field includes a calendar icon. At the bottom of the form area, there are two buttons: "Check validity" (green) and "Clear" (blue). A help icon (?) is visible in the bottom left corner, and a printer icon is in the top right corner.

Figure 44. DX Code Tab

1. Click the **DX Code Tab** and enter a DX Code and Date of Service.
2. Click the **Check validity** button.

3. The system will display a message below the **Check validity** button. The message will indicate whether the code is valid for the date of service and may also indicate other issues with the code.

The screenshot shows a web interface with three tabs: **DX Code**, **Procedure Code**, and **Modifiers**. The **DX Code** tab is active. Below the tabs, there are two input fields: **Dx Code** containing 'k5900' and **Date Of Service** containing '6/1/2016'. Below these fields are two buttons: a green **Check validity** button and a blue **Clear** button. A red arrow points to a green message below the buttons: **Code is Valid On the Date of Service**.

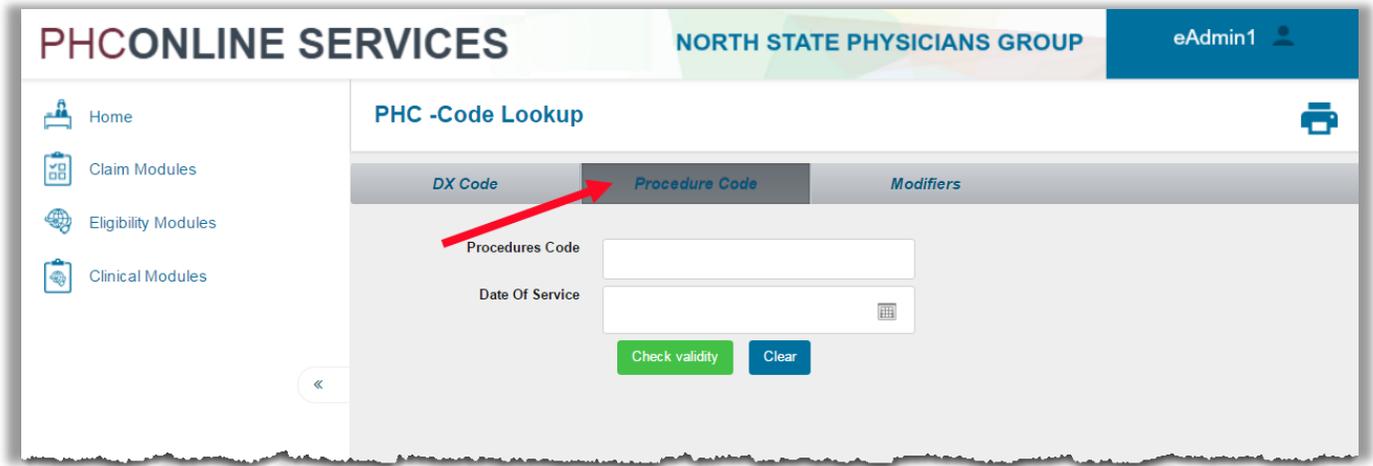
Figure 45. DX Code Valid Message

The screenshot shows the same web interface as Figure 45. The **DX Code** tab is active. Below the tabs, there are two input fields: **Dx Code** containing 'k590' and **Date Of Service** containing '2/1/2013'. Below these fields are two buttons: a green **Check validity** button and a blue **Clear** button. A red arrow points to a red message below the buttons: **Code is Not Valid for Date of Service**. Below this message is the text: **DENIED - DIAG INVALID OR REQUIRES 4TH OR 5TH DIGIT**.

Figure 46. DX Code Invalid Message

4. Click the **Clear** button to clear all the fields.

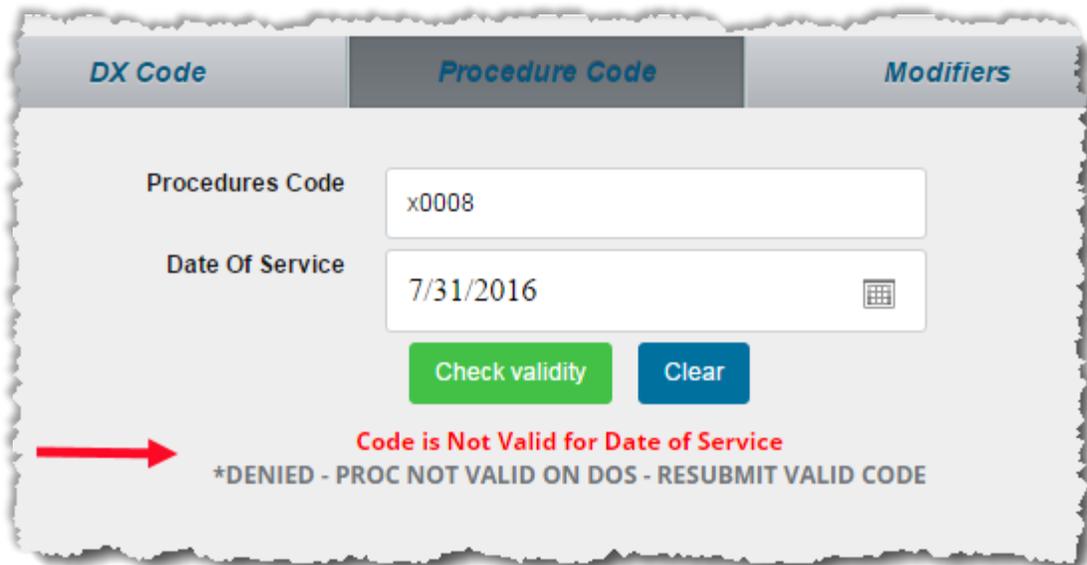
## Check Procedure Code Validity



The screenshot shows the PHCONLINE SERVICES interface for the NORTH STATE PHYSICIANS GROUP. The user is logged in as eAdmin1. The main content area is titled 'PHC -Code Lookup'. There are three tabs: 'DX Code', 'Procedure Code', and 'Modifiers'. The 'Procedure Code' tab is selected, indicated by a red arrow. Below the tabs, there are two input fields: 'Procedures Code' and 'Date Of Service'. Below these fields are two buttons: 'Check validity' (green) and 'Clear' (blue).

Figure 47. Procedure Code Tab

1. Click the **Procedure Code Tab** and enter the Procedure Code and Date of Service.
2. Click the **Check validity** button.
3. The system will display a message below the **Check validity** button.  
The message will indicate whether the code is valid for the date of service and may also indicate other issues with the code.



The screenshot shows the PHC -Code Lookup form with the 'Procedure Code' tab selected. The 'Procedures Code' field contains 'x0008' and the 'Date Of Service' field contains '7/31/2016'. Below the 'Check validity' button, a red arrow points to a message: 'Code is Not Valid for Date of Service \*DENIED - PROC NOT VALID ON DOS - RESUBMIT VALID CODE'.

Figure 48. Procedure Code invalid message

4. Click the **Clear** button to clear all the fields.

## Check Modifier Validity

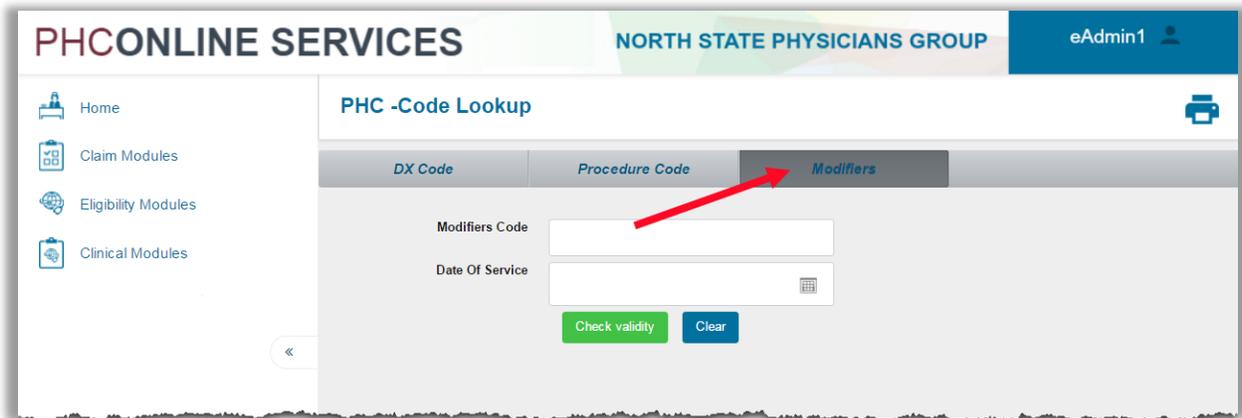


Figure 49. Modifiers Tab

1. Click the **Modifiers Tab** and enter the Modifier and Date of Service.
2. Click the **Check validity** button.
3. The system will display a message below the **Check validity** button.  
The message will indicate whether the modifier is valid for the date of service and may also indicate other issues with the modifier.

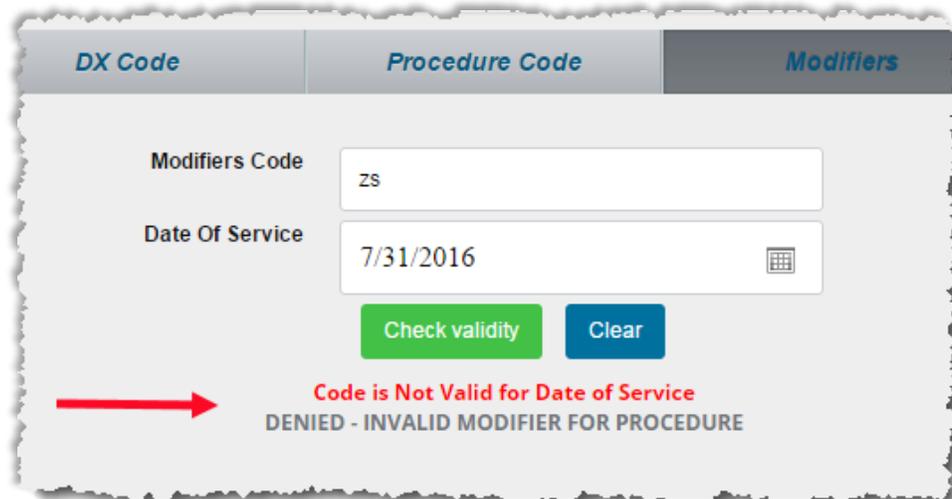


Figure 50. Modifiers invalid message

4. Click the **Clear** button to clear all the fields.