Healthy Blue

Medicare Advantage

Provider Bulletin
December 2020

Claims Status Listing Reference Guide in the Availity Portal

Availity* is a web portal that is used by providers to securely access patient information such as eligibility, benefits, claim status, authorizations, and other proprietary information. You have quick and simple access to your submitted claims online using the *Claims Status Listing Application*.

Availity administrators and assistants, as well as anyone who has been assigned the *Claims Role* in Availity, can access the application. *Claims Status Listing* is on the *Application* tab in Availity.

Navigation

You may access *Claims Status Listing* by visiting **Payer Spaces**. To access the *Payer Spaces* page, select **Payer Spaces**, located on the right side of the Availity Portal's top menu bar.

Choose your **Payer** from the *Payer Spaces* drop-down menu. This drop-down menu shows other payers for whom your organization is registered with Availity and shows the brand applicable to the state you select.

Role assignment

For *Claims Status Listing*, you only need the *Claims Status* role assignment in Availity.

Using *Claims Status Listing*

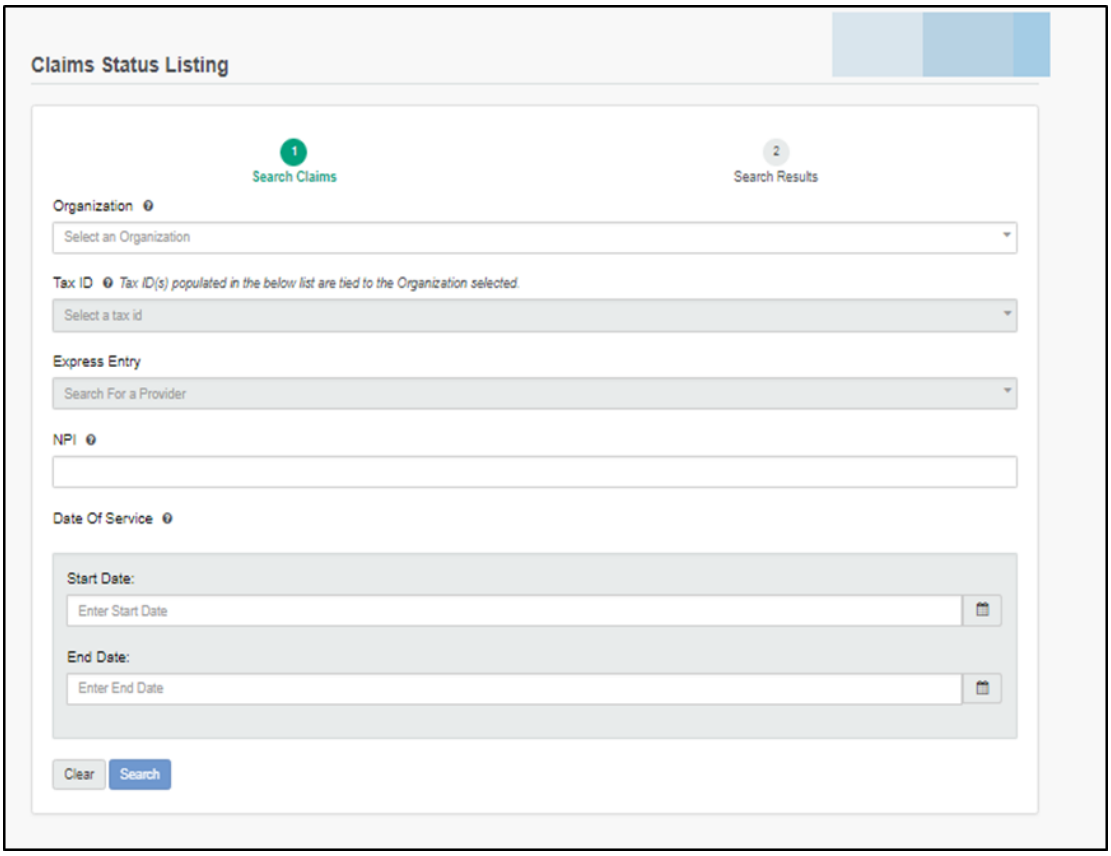
Users enter the required fields based on the tax ID(s) that they are attached to in Availity. All fields are required, and the Tax ID and NPI must be associated with each other in the source system.

The date span a user can search is 30 days or less, and the dates can be up to two years in the past.

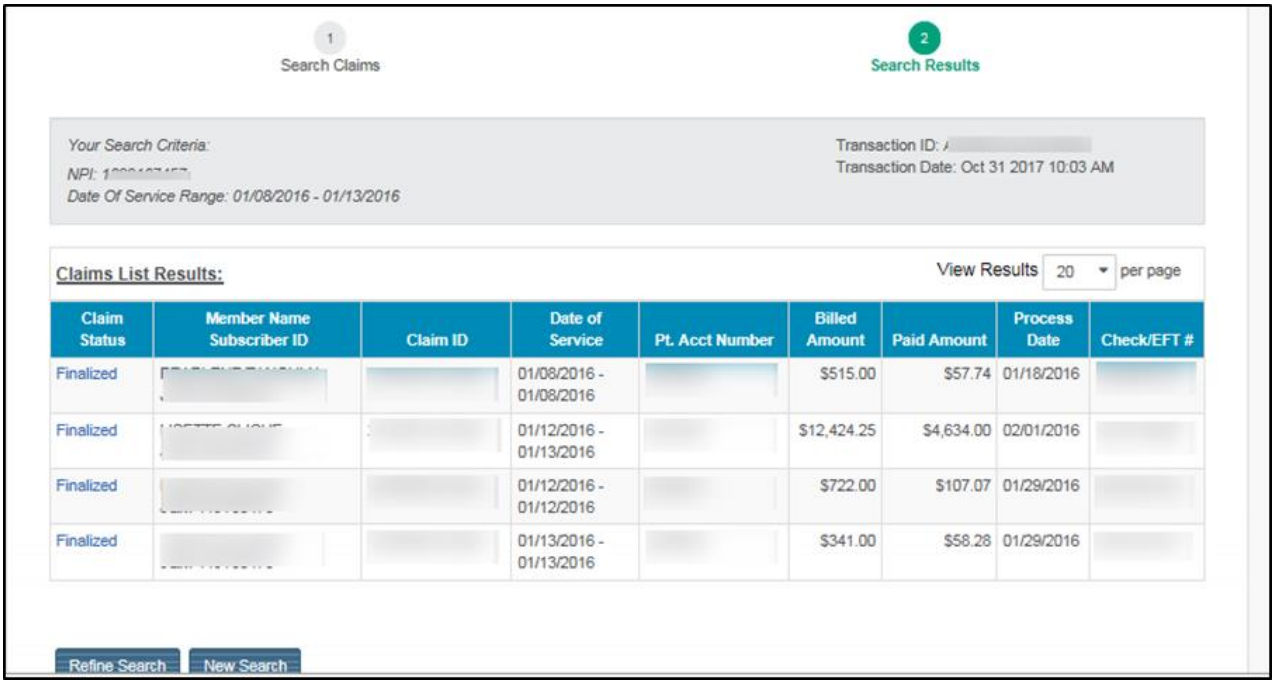
* Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue.

https://medicareprovider.healthybluemo.com

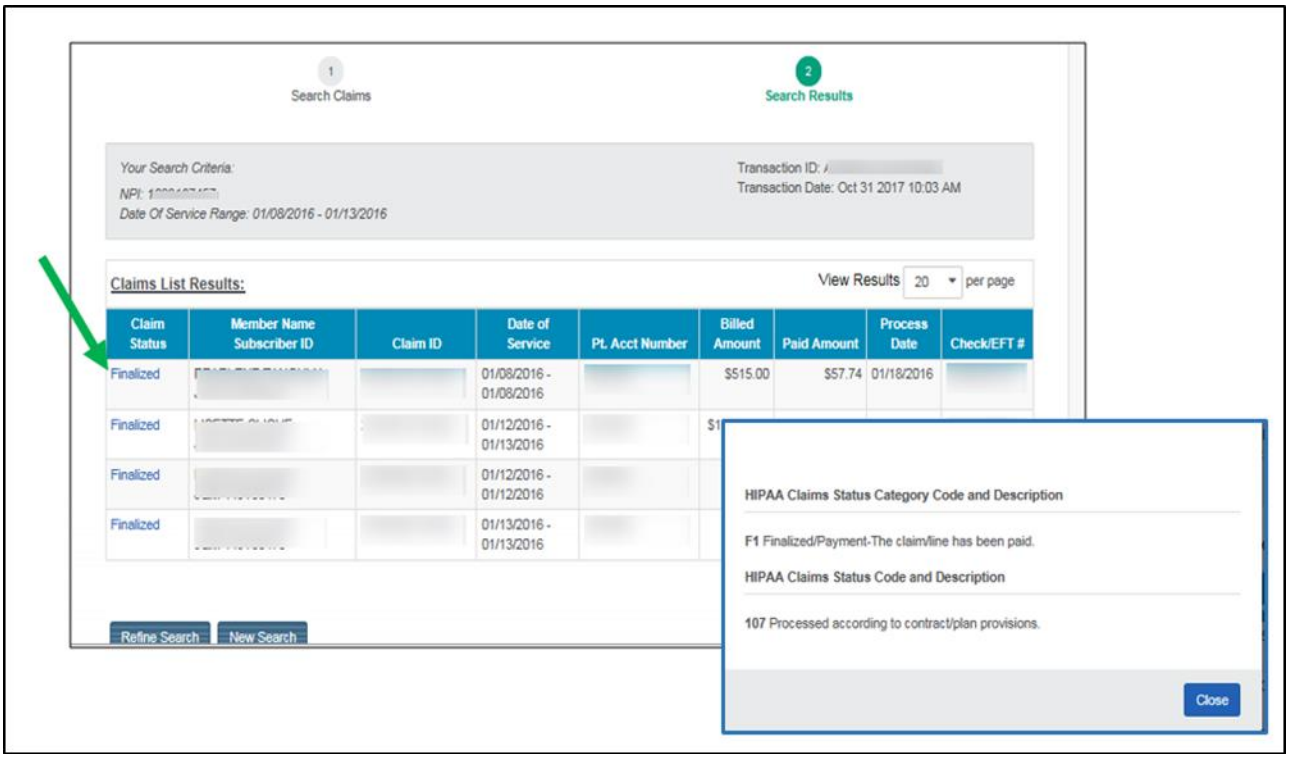
Healthy Blue is the trade name of Missouri Care, Inc., an independent licensee of the Blue Cross Blue Shield Association.



A successful return will display a list of claims that meet the search criteria:



Selecting the **Finalized** link will show additional claim information.


1
Search Claims
2
Search Results
Your Search Criteria:
NPI:
Date Of Service Range: 01/08/2016 - 01/13/2016
Transaction ID:
Transaction Date: Oct 31 2017 10:03 AM
Claims List Results:
View Results 20 per page
Claim Status
Member Name Subscriber ID
Claim ID
Date of Service
Pt. Acct Number
Billed Amount
Paid Amount
Process Date
Check/EFT #
Finalized
01/08/2016 - 01/08/2016
$515.00
$57.74
01/18/2016
Finalized
01/12/2016 - 01/13/2016
Finalized
01/12/2016 - 01/12/2016
Finalized
01/13/2016 - 01/13/2016
Refine Search
New Search
HIPAA Claims Status Category Code and Description
F1 Finalized/Payment-The claim/line has been paid.
HIPAA Claims Status Code and Description
107 Processed according to contract/plan provisions.
Close