

Check claims status and view EOBs*

What you'll need to get started:

- A username and password to log in to your Provider Connection account.
- Access to claims data.
 - All Account Managers have access to claims data.
 - Account managers can enable claims access for Users at *Account Management > Manage user accounts*.
- You must be linked to the Tax ID and Provider ID (TIN/PIN) of the claim for which you are searching.

* The Explanation of Benefits (EOB) is a written explanation for a claim, including the servicing provider's name, date(s) of service and benefit coverage information.

Instructions

1. Log in to www.blueshieldca.com/provider.
2. Click **Claims** in the top menu, then click **Check claim status**.

The *Check claim status* screen displays with search fields at the top, and claims from the last three years below.

3. Enter data into one or more search field and click **Search**.
4. Results will display below the blue header. To sort in alphabetical or ascending/descending order, click the desired column header and the up/down arrow.

1

Log in/Register | Message center | Contact us | Help | Feedback

Search Provider

blue california | Provider Connection | Eligibility & benefits | Authorizations | Claims

Overview | Real-time claims | How to submit claims | Claims Routing Tool | **Check claim status** | Manage electronic transactions

Search | Other Blue plans | Appeal status

All fields are optional

Member information | Claim information | Provider information

Member ID/Subscriber ID/Patient number | Check/EFT number | Claim/EOB number | Provider TESTGUY, YIKES A.

Last name | First name | Claim type None | Claim status | Provider tax ID

Dates of service | Amount paid \$ 0.00 to \$ 0.00 | Provider NPI

Start date | End date | Status change | Start date | End date | Provider number

Hide search | Start over | Search

Showing 1-50 | Dates of service: 02/24/2020-02/24/2023 | Provider: 2 selected | Export | Print

| Claim status Updated | Claim number | Claim type | Dates of service | EOB | Member name | Member ID/Subscriber ID | Provider name | Amount billed | Amount paid | Patient responsibility | Check/EFT number |
|-------------------------|--|------------|---------------------------|--------------------------|-------------|-------------------------|---------------|---------------|-------------|------------------------|------------------|
| FINALIZED 02/26/2023 | 111222333444 (denied) (adjusted) | Medical | 07/17/2021- 07/17/2021 | View MEMBER, X EOB | MEMBER, X | 12345678901234 | Group A | \$133.00 | \$0.00 | \$0.00 | 12345678901234 |

Instructions

- 5. Claim status is displayed in the first column of the search results.
- 6. From the search results, click the **Claim number** to view claim details including payment details, claim history if applicable, and claim messages and notes.
 - Once a claim has been reviewed and finalized, you can view the EOB from this page, or from the **View EOB** link in the Claim search results (see next step).
- 7. From the search results, click additional links to view the following:
 - **View EOB** – open the EOB for a claim.
 - **Member name** – view the member’s eligibility and benefit information.
 - **Check/EFT number** – view Check/EFT details. You can also download an EOB from this screen.

The screenshot shows a claims management interface. At the top, a filter dropdown is set to 'Claim status' with a downward arrow and the word 'Updated' below it. A red callout '5' points to this dropdown. Below the filter, three claim status cards are visible: 'FINALIZED' with date '02/26/2023', 'IN PROCESS' with date '02/24/2023', and another 'IN PROCESS' with date '02/24/2023'. Below these is a table of search results. A red callout '6' points to the 'Claim number' column, and a red callout '7' points to the 'Check/EFT number' column. A red double-headed arrow connects these two columns. The table has columns for Claim status, Claim number, Claim type, Dates of service, EOB, Member name, Member ID/Subscriber ID, Provider name, Amount billed, Amount paid, Patient responsibility, and Check/EFT number. The first row shows a 'FINALIZED' claim with a denied/adjusted status, medical claim type, dates 07/17/2021-07/17/2021, a 'View EOB' link, member name 'MEMBER, X', subscriber ID '12345678901234', provider 'Group A', billed amount '\$133.00', paid amount '\$0.00', patient responsibility '\$0.00', and check/EFT number '12345678901234'. At the bottom left is the 'blue of california' logo, and at the bottom right is the page number '3'.