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.

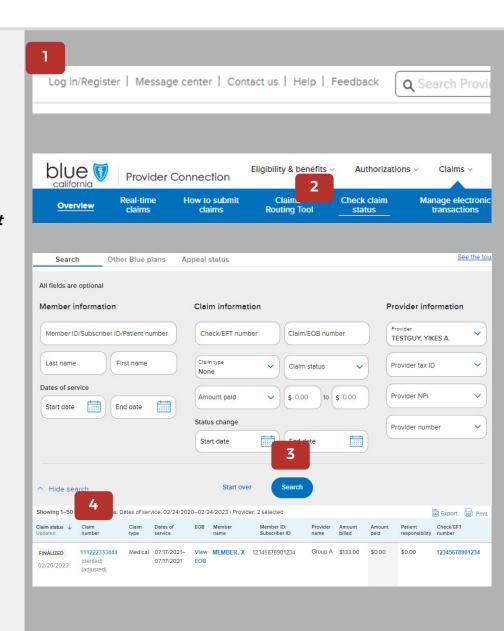
* The Explanation of Benefits (EOB) is a written explanation for a claim, including the servicing provider's name, date(s) of service and benefit coverage information.

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.

- 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.



Instructions

- 5. Claim status is displayed in the first column of the search results.
- 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.

