

How Independent Providers View Claim Submitted in ISAS

As Independent Providers, you are able to search for and view claims from the ISAS **Claims** tab. You will only be able to view claims for services you provided.

The screenshot shows the ISAS interface with the 'Claims' tab selected. The search filters include: Provider Name / #, Client Name / ID / MA#, Batch ID #, Start Date: 07/15/2013, End Date: 07/15/2013, Claim Type: Original, and Status: Open. A dropdown menu for Status is open, showing options: Open, Pending, Ready to send to MMIS, Submitted to MMIS, Approved By DHMH Administrator, Disapproved By DHMH Administrator, Paid, Rejected, and Discarded. The table below the filters is empty, displaying 'No data available in table'.

The *Claim Details* page in ISAS gives you an overview of any claims submitted based on services you have given, the amount billed for those services, the status of the claim submitted, and indicates whether the claim was paid by MMIS, as well as the amount that was actually paid.

To view your claims from the **Claims** tab in ISAS, you will need to:

- Enter a date range by providing the Start Date and End Date
- Select a Status e.g. **Paid**
- Click the **Search** button

The following image is only an example, and the claim status selected is **Rejected**. To view the details of such a claim, you will need to:

The screenshot shows the ISAS interface with the 'Claims' tab selected. The search filters include: Provider Name / # (800000100), Client Name / ID / MA#, Batch ID #, Start Date: 06/01/2013, End Date: 07/15/2013, Claim Type: Original, and Status: Rejected. A 'View Claim' button is visible. The table below the filters contains one claim:

Provider #	Client Name	Batch ID	Claim Date	Total Billed	Total Paid	Claim Type	Locked By	Lock Date	Actions
800000100	Test1 Client1	219862352	06/19/2013	12.00	0.00	Original			View Adjust

- Click the **View** link under Action column.

As Independent Providers, you are also able adjust a claim with a status of **Paid** or **Rejected**. To do this you will need to:

- Click the **Adjust** link under Actions column, for the claim you wish to review.

From the **Claim Adjustment** page, once you review your claim you are able to modify any information regarding your claim. Once you make your modification, click the **Submit** button.

ISAS

FEI\vasu.krishnamohan (On behalf of: ABC Agency, Admin)
Location: ABC Agency

Menu Account

Home Providers Claims Reports

Provider Name / # Client Name / ID / MA#

Batch ID # Start Date: * End Date: * Claim Type: * Status: *

800000100 06/01/2013 07/15/2013 Original Rejected

Search Clear

Adjust Claim

Provider #	Client Name	Batch ID	Claim Date	Total Billed	Total Paid	Claim Type	Locked By	Lock Date	Actions
800000100	Test1 Client1	219862352	06/19/2013	12.00	0.00	Original			View Adjust

Once a claim has been submitted, it will be automatically sent to DHMH to review the claim. You can check back at any time for updates to your claims. All approved adjustments will be sent directly to MMIS through the ISAS system. All disapproved adjustments will be rejected. The process by which claims are approved or disapproved by DHMH has not changed with the launch of ISAS.

For ISAS Policy questions/concerns please contact John Wilson (DHMH Representative) at john.wilson@maryland.org.