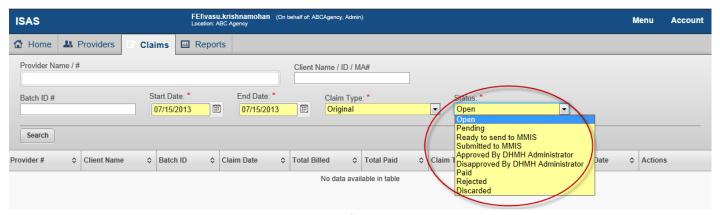
## **How Independent Providers View Claim Submitted in ISAS**

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.

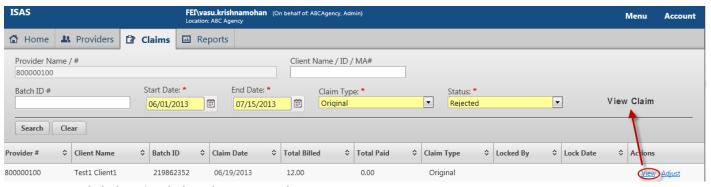


The *Claim Details* page in ISAS gives you an overview of any claims submitted based on services you have given, the amount billed for those services, the status of the claim submitted, and indicates whether the claim was paid by MMIS, as well as the amount that was actually paid.

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:

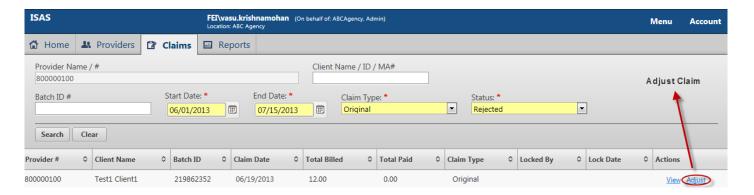


• Click the *View* link under <u>Action</u> column.

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.



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.