



Claim Status Lookup

Claim status can be researched using Innovista's claim lookup functionality (<https://innovistaportal.com/claim-status>) using a unique Claim ID or Patient Account Number. The Provider claim ID / Patient Account Number identifiers can be found on Box 26 on a professional claim or Box 3A on an Institutional Claim.

- The interface allows a user to lookup one or more claims, up to 30 max.

- Simply choose an option from the drop down to search, then in the text box enter the number, only numbers, letters, "-", "#", "_", and "." will be accepted.

- Click the Search button and a table with the matching input will be displayed.

Search Results

IPA	Claim No.	Patient Acct No.	Date Rcvd.	Date of Service	Billed Amt.	Status	Paid Date	Paid Amt.	Check No.	Reason	Check Amt.
ILLINOIS PHYSICIAN ALLIANCE	208782	208782	10/19/2021	N/A	200	REJECTED	N/A	N/A	N/A	0030,	N/A
ILLINOIS PHYSICIAN ALLIANCE	208782	208782	11/20/2021	N/A	200	REJECTED	N/A	N/A	N/A	0030,	N/A
ILLINOIS PHYSICIAN ALLIANCE	208782	208782	11/22/2021	N/A	200	REJECTED	N/A	N/A	N/A	0030,	N/A
ILLINOIS PHYSICIAN ALLIANCE	208782	208782	1/13/2022	N/A	200	REJECTED	N/A	N/A	N/A	0030,	N/A



How can I look up multiple records?

- Users can add a total of 30 search rows using the green “+” button to the right of the search row.

Account Number

-- select an option --

- Both drop down and text box value must be present to add or submit.

Claim Number

Claim Number

Search Results

IPA	Claim No.	Patient Acct No.	Date Rcvd.	Date of Service	Billed Amt.	Status	Paid Date	Paid Amt.	Check No.	Reason	Check Amt.
OSF HEALTHCARE SYSTEMS SOUTHWEST HEALTH SYSTEM	21091012920801300113	000000026	9/10/2021	9/4/2021	100	PROCESSED	10/8/2021	N/A	N/A	197,	N/A
OSF HEALTHCARE SYSTEMS SOUTHWEST HEALTH SYSTEM	21072712920801300067	000000026	7/13/2021	6/12/2021	200	PROCESSED	8/20/2021	N/A	N/A	197,	N/A

- You can delete search rows using the red “x” button to the right of the search row.



How can I save the results?

- The results pane contains HTML which can simply be copied and pasted into Excel for further analysis or reporting.

What do I do if a record is NOT FOUND?

- Please ensure that you typed in the claim id/account number correctly

Search Results

No records were found... Check search values and try again

- If the claim id/account number is correct and the record is not found, the claim may not have been received by Innovista. Please resubmit the claim with the correct payer id from the list below.

Medical Group Name	PayerID #	Medical Group Name	PayerID #
Dolton Medical Center	DOLMG	Oak Street Health	OAKST
CampusCare	UIC67	Oak West Primary Physician Assoc	36400
EHP IPA	EIPA9	OSF EAST Healthcare	OSFE9
EHP - Kane County	KCIPA	OSF CENTRAL Healthcare	OSFC9
EHP - Northwest Community Health	NWCHP	OSF - Little Company of Mary	LCM10
EHP - Silver Cross Health	EHPSC	Partners in Health	PARTH
Fox Valley Medicine, LTD	FVMCH	PEF Clinic Ltd.	PEF01
Gonzaba Medical Group	GMGSA	Physicians Health Association of Illinois	37136
Illinois Physicians Alliance	IPA99	Southern Illinois HealthCare	SIHCA
Independent Physicians @ Mercy	INDPM	UIC Physician Group	UIC67
Lake County Physicians Assoc.	37116	Unified Physicians Network	34638
Lawndale Christian Health Center	LAWND	Village MD	VLGMD
Northwestern Medicine Physicians Network	NWEST	West Suburban Health Providers	80942