

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 either one or multiple claims at a time. Simply enter the ID in the text box and click the Search button. Depending on how many claims you are researching, it may take several seconds to return the results.

Claim Status Lookup

Enter Provider Claim ID or Patient Account Number (single or up to 30 comma delimited)

Clear
Search

Results are returned one line per claim.

Claim Status Lookup

Enter Provider Claim ID or Patient Account Number (single or up to 30 comma delimited)

Clear
Search

IPA	Claim #	Patient Account #	Date Rcvd.	Billed Amt.	Status	Date Paid	Paid Amt.	Check No.	Reason
UNIFIED PHYSICIANS NETWORK	18051608920002400002	362258	2018-5-1	709.50	PROCESSED	2018-5-24	436.00	11249	

How can I look up multiple records?

Enter the Provider Claim ID or Patient Account Numbers as a comma delimited list:

For Example: 01176500242945,6KX2NQB-R97180022133,2306175

Each claim will be shown as a separate line.

Claim Status Lookup

Enter Provider Claim ID or Patient Account Number (single or up to 30 comma delimited)

Clear
Search

IPA	Claim #	Patient Account #	Date Rcvd.	Billed Amt.	Status	Date Paid	Paid Amt.	Check No.	Reason
VILLAGE MD	18052823920801300001	01176500242945	2018-5-28	150.00	IN PROCESS				
VILLAGE MD	18052423920002400014	2306175	2018-5-21	417.00	IN PROCESS				
VILLAGE MD	18052423920000300002	6KX2NQB-R97180022133	2018-5-24	134.00	IN PROCESS				

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?

First, ensure that you typed in the claim id/account number correctly. 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	Payer ID #	Medical Group Name	Payer ID #
Affiliated Physicians Group	APG01	Oak Street Health	OAKST
Dolton Medical Center	DOLMG	Oak West Primary Physician Assoc	36400
CampusCare	UIC67	OSF EAST Healthcare	OSFE9
Fox Valley Medicine, LTD	FVMCH	OSF CENTRAL Healthcare	OSFC9
Independent Physicians @ Mercy	INDPM	Partners in Health	PARTH
Illinois Physicians Alliance	IPA99	PEF Clinic Ltd.	PEF01
JenCare Senior Medical Center	JCARE	Primary Care of Joliet	PCJOL
Kane County IPA	KCIPA	Southern Illinois HealthCare	SIHCA
Lake County Physicians Assoc.	37116	UIC Physician Group	UIC67
Lawndale Christian Health Center	LAWND	Unified Physicians Network	34638
Little Company of Mary	LCM10	Village MD	VLGMD