



JOHNS HOPKINS

M E D I C I N E

JOHNS HOPKINS
HEALTHCARE

Johns Hopkins HealthCare LLC

How to Check Claims Status in HealthLINK

Presented by: Johns Hopkins HealthCare Provider Relations Department

Step One

- Go to the Office Management tab from your HealthLINK home page and choose Claims.



The screenshot displays the Johns Hopkins HealthCare HealthLINK interface. At the top, the text "JOHNS HOPKINS HEALTHCARE" is visible. Below this, there are three main navigation tabs: "OFFICE MANAGEMENT", "ADMINISTRATION", and "REFERENCES". The "OFFICE MANAGEMENT" tab is active, and a dropdown menu is open, listing several options: "Eligibility", "Claims", "Referrals/Auths", "Provider Directory", "Code Lookup", and "Whole Health Assessment". The "Claims" option is highlighted with a red rectangular box. To the right of the dropdown menu, a table is partially visible, showing a header row with the word "Role" and several rows of text, including "Financial 3rd Party at Anne Arundel Physicians Group - JHHC", "e Staff at Anne Arundel Physicians Group - JHHC", and "e Manager at Adventist Healthcare Inc - JHHC".



Step Two

- Key in the claim number. If you do not have the claim number, enter at least two search parameters, i.e., member ID number and date of service. Click Search.

SERVICES ▾ ADMINISTRATION ▾ REPORTING ▾ USER PREFERENCES ▾

Claim Status Remittance Advice

Claim Status Search

Claim Number

Date of Service To

Patient Last Name Member ID Patient Account Number Medicaid ID
 (Patient List) ▾
(Last Name Example - Smith, John)
(ID Example - 55555555,44444444)
(SSN Example - 555-55-5555, 444-44-4444)
(Medicaid ID Example - AA55555,AA444444)
(Medicare ID Example - 5555555,44444444)

Provider Last Name Provider NPI

(Last Name Example - Smith, John)

Status Paid Pended Denied Submitted

Indicates non-standard HIPAA data element



Step Three

- The claim status will be displayed. To view remarks on a claim, click on the claim number.

Claim Status Search Results For Test110000001											Help
Claim Number	Status	Patient	Patient Account No.	DOS	Provider	Billed	Paid	Coinsurance Amount	Copay Amount	Deductible Amount	COB Amount
T20160105160400012800	Finalized/Denial	Doe, John		5 Jan 2016 - 13 Jan 2016	Non Par Provider	\$180.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
T20160105160470034900	Finalized/Payment	Doe, John		5 Jan 2016		\$250.00	\$112.59	\$0.00	\$0.00	\$0.00	\$0.00



Step Four

- Remarks regarding the claim will display.

Payor Remarks		
▶ Remark	2016010516040001280000012016010597014	MA_NCR_Y59 PROCEDURE CODE INVALID FOR MEDICARE ADVANTAGE PLAN MEMBER NOT LIABLE
▶ Remark	2016010516040001280000022016010597012	MA_NCR_M11 MISCELLANEOUS NON MEDICARE AND NON PLAN SERVICES
▶ Remark	2016010516040001280000032016010598941	MA_NCR_H55 THESE ARE NON-COVERED SERVICES BECAUSE THIS IS NOT A MEDICAL NECESSITY BY THE PAYER
▶ Remark	2016010516040001280000042016011397014	MA_NCR_Y59 PROCEDURE CODE INVALID FOR MEDICARE ADVANTAGE PLAN

- When then claim is paid, you can see the paid amount also.

Line	Status	Check/EFT Number	Payment Date	DOS	▶ Adjudicated Procedure	Procedure	Modifier	Units	Billed Amount	▶ Allowed Amount	Disallowed	▶ Co-Payment	▶ Co-Insurance	▶ Deductible Amount
2016010516047003490000012016010588321	Finalized/Payment	200001563	10 Mar 2016	5 Jan 2016	88321	88321		1.00	\$250.00	\$114.89	\$135.11	\$0.00	\$0.00	\$0.00
Totals									\$250.00	\$114.89	\$135.11	\$0.00	\$0.00	\$0.00



Step Five

- You can also pull remit using HealthLINK. Go to the “Remittance Advice” tab on your claim screen and enter the check number you want to view.

Claim Status **Remittance Advice**

Remittance Advice

By Provider [Select Provider](#)

By Patient

By Patient Account Number

By Remittance Advice

By Date From:



Step Six

- You can also search by using a date range

Claim Status **Remittance Advice**

Remittance Advice

By Provider

By Patient

By Patient Account Number

By Remittance Advice

By Date From: To:



Step Seven

- Once you click search, it will bring you to the screen with the check information

Remittance Advice Search Result						
Check Number	Check Date	Payment	Payor	Vendor Name	Vendor Address	Tax ID Number
200001563	10 Mar 2016	\$562.95	Johns Hopkins HealthCare LLC	JOHNS HOPKINS UNIV REFERENCE LAB	PO BOX 64478 BALTIMORE, MD 21264	520595110

- On the same screen you will see a button where you can print RA Report



You can click on the button and the report will be available in your Document Manager in 30 minutes

