

The Availity® Essentials Claim Status tool is the recommended electronic method for providers to acquire detailed claim status for claims processed by Blue Cross and Blue Shield of Texas (BCBSTX).

Providers can improve their accounts receivable and increase administrative efficiencies by utilizing the enhanced Claim Status tool Member and/or Claim search options to check status online for all your BCBSTX patients. Results are available in real-time and provide more detailed information than the HIPAA-standard claim status (276/277 transaction).

Note: If you do not have Availity access, you may obtain basic claim status online by completing a 276/277 transaction through your preferred web vendor.

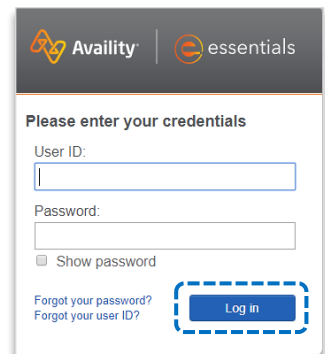
Quick Reference:

- Refer to page [4](#), [5](#), and [6](#) to view claim status results for **Commercial** and **Individual Family Markets claims**
- Refer to page [7](#) to view claim status results for **Government Programs claims** (*Medicare Advantage & Texas Medicaid*)
- Refer to page [8](#) and [9](#) to view basic **HIPAA-standard claim status results** (*276/277 transaction*)
- Refer to page [10](#) and [11](#) to learn how to **Save, View and Delete Claim Status Searches**

1) Getting Started

- ▶ Go to [Availity](#)
- ▶ Select **Availity Essentials Login**
- ▶ Enter User ID and Password
- ▶ Select **Log in**

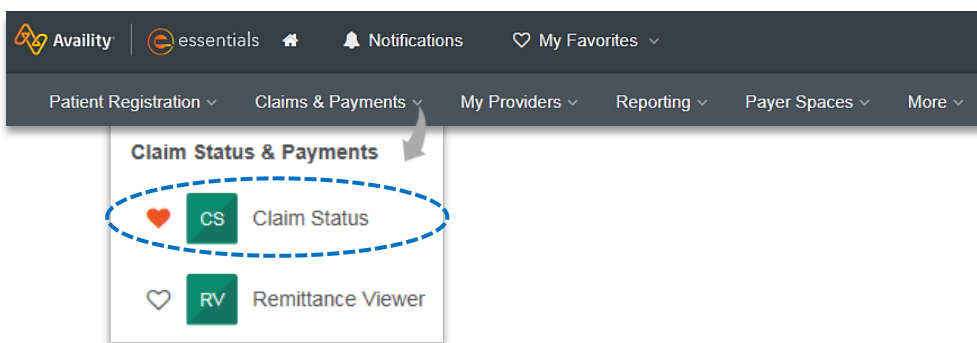
Note: Only registered Availity users can access the Claim Status Tool. If you are not a registered Availity user, you may complete the guided online registration process at [Availity](#), at no cost.



The screenshot shows the Availity Essentials login interface. At the top, there are logos for Availity and essentials. Below the logos, the text reads "Please enter your credentials". There are two input fields: "User ID:" and "Password:". Below the password field is a checkbox labeled "Show password". At the bottom left, there are links for "Forgot your password?" and "Forgot your user ID?". At the bottom right, there is a blue "Log in" button with a dashed blue border.

2) Accessing Claim Status

- ▶ Select **Claims & Payments** from the navigation menu
- ▶ Select **Claim Status**



Note: Contact your Availity administrators if the **Claim Status** tool is not listed in the **Claims & Payments** menu.

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3) Submitting Transactions

Claim status may be obtained using a **Member ID** or **Claim Number**. Both options are illustrated in this step.

- ▶ Choose the **Organization**
- ▶ Select the appropriate **Payer** from the drop-down list

Search by Member:

- ▶ Select the **Member** tab
- ▶ Choose the Billing Provider from the **Select a Provider** drop-down list
- ▶ Enter the **Member ID** including the preceding three-character prefix for commercial patients
- ▶ Enter **Service Dates** in MM/DD/YYYY format and select **Submit**

Important Note: To ensure your provider information is available in the **Select a Provider** drop-down list, your Avality Administrator must add your NPI to **Manage My Organization** under **My Account Dashboard** on the Avality Essentials homepage.

Quick Tip:
→ Refer to pages [10](#) and [11](#) to learn how to **Save and View Saved Searches**.

Quick Tips:

- Federal plans do not have a three-character prefix. The letter "R" should be typed as part of the Patient ID (i.e., R87654321). Enter the Group Number as OFEPTX.
- Out-of-state plans may contain more than three-characters (e.g., WMWAN1234567). Enter the Group Number as 123456.
- Claim status for Medicare Advantage and Texas Medicaid members is available for **Service Dates** from 1/1/2016 to current.

3) Submitting Transactions *(continued)*

Search by Claim Number:

- ▶ Select the **Claim Number** tab
- ▶ Choose the Billing Provider from the **Select a Provider** drop-down list
- ▶ Enter the **Claim Number** and select **Submit**

The screenshot shows a search form with the following fields and elements:

- Organization: ABC ORGANIZATION
- Payer: BCBSTX
- Search tabs: Member, **Claim Number** (circled in blue), HIPAA Standard
- View Saved Searches button (circled in blue)
- Fields marked with an asterisk * are required.
- * Select a Provider: ABC CLINIC
- * Provider NPI: 1234567890
- * Claim Number: 99999999990X
- Submit button (circled in blue) and Clear Form button

Important Note: To ensure your provider information is available in the **Select a Provider** drop-down list, your Availity Administrator must add your NPI to **Manage My Organization** under **My Account Dashboard** on the Availity Essentials homepage.

Quick Tips:

- For commercial claims enter the 13- or 17-character alpha-numeric claim number (i.e., 999999999999X or 0202099999999999X).
- If you are looking for an adjustment, key the corresponding 2-digit suffix in addition to the 13- or 17-character alpha-numeric claim number (i.e., 999999999999X01 or 0202099999999999X01).
- For incremented claims (coordination of benefits), change the 0 to a 1 before the X or C at the end of the claim number to locate the secondary claim (i.e., 9999999999991X).
- Refer to pages [10](#) and [11](#) to learn how to **Save** and **View Saved Searches**.

4) Search Results

- ▶ After completing the **Member** search, users can view detailed claim status for a specific date of service by selecting the corresponding **claim**

The screenshot shows the search results page with the following details:

- Organization: YOUR ORGANIZATION
- Payer: BCBSTX
- Search tabs: **Member** (circled in blue), Claim Number, HIPAA Standard
- View Saved Searches button
- Fields marked with an asterisk * are required.
- * Select a Provider: ABC CLINIC
- * Provider NPI: 1234567890
- * Member ID: ABC123456789
- * Group Number: 999999
- * Service Dates: 04/01/2022 - 01/31/2023
- Submit button and Clear Form button

Results (Displaying 1 - 2 of 2)
As of February 20, 2023 11:13 AM
Transaction ID: 99999999999999999999999999999999

Status	From Service Date	Finalized Date	Claim #	Patient Name	Billed Amount
FINALIZED	04/12/2022	09/09/2022	9999999999990X01	DOE, JANE	\$290.00
DENIED	04/12/2022	06/01/2022	9999999999990X00	DOE, JANE	\$290.00

5) Detailed Search Results *Commercial and Individual Family Markets Claims*

The following information is returned for BCBSTX commercial and individual family markets claims after the corresponding claim number is selected and/or the **Claim Number** search is completed:

- Claim Number
- Received Date
- Finalized Date
- Service Dates
- Approved Length of Stay
- Claim Status
- Custom Status Description
- Status Details
- Billed Amount
- Paid Amount
- Coinsurance Amount
- Copay / Deductible Amounts
- Ineligible Amount
- Check Number & Date
- Payee Information
- Prior Paid Amount
- Prior Notification Deductible & Coinsurance
- Health Care Account Amount
- Billing / Rendering Provider Information
- Other Carrier Paid / Medicare Paid Amount
- Patient Share Amount
- Out of Network Deductible / Coinsurance
- Additional Paid
- Line-Item Breakdown:
 - Service Dates
 - Procedure / Revenue Code
 - Diagnosis
 - HCPCS Code
 - Billed Amount
 - Paid Amount
 - Ineligible Amount & Code
 - Discount
 - Copay / Coinsurance / Deductible
 - Modifiers
 - Unit / Time / Miles

Note: If the check number is not present on a finalized claim, please allow additional time. The system reflects check information based on the payment schedule of the provider.

Quick Tips:

- Select **Save this Search** at the top or bottom of the results page to **View Saved Searches**. Users receive a message confirming the search has been saved. Refer to pages [10](#) and [11](#) to learn more.
- Click **Print this Page** at top or bottom of result page.

Claim Status

Customer ID 12345 Exchange Date 03/20/2023
Transaction ID 99999999999999999999999999999999

Patient Information

Patient	DOE, JANE	Member ID	ABC00000123456789	Subscriber	DOE, JANE
DOB	01/01/2010	Patient Account Number	1384	Relationship	SELF
Gender	F	Group Number	123456		

Claim Information

Claim Number	9999999999990X01	Claim Status	PAID	DRG Code	N/A
Received Date	09/09/2022	Custom Status Description		DRG Veraton	N/A
Processed Date	09/12/2022	Status Detail	N/A	DRG Weight	0.00000
Service Dates	04/12/2022 – 04/12/2022	Billed Amount	\$290.00		
Approved Length of Stay	N/A	Paid Amount	\$68.26		
Hospital Payment Indicator	N/A	Coinsurance Amount	\$0.00		
Indicator Description	N/A	Copay/Deductible Amount	\$20.00		
		Ineligible Amount	\$201.74		

Payment Information

Check Number	E9999999	Billing Provider	ABC CLINIC	Other Carrier Paid	\$0.00
Check Date	09/15/2020	Billing Provider NPI	1234567899	Out of Network Deductible	\$0.00
Payee	ABC CLINIC	Rendering Provider	ROBERTS, JOHN	Out of Network Coinsurance	\$0.00
Prior Paid Amount	\$0.00	Rendering Provider NPI	1122334455	Additional Paid	\$0.00
Prior Notification Deductible	\$0.00	Medicare Paid Amount	\$0.00		
Prior Notification Coinsurance	\$0.00	Patient Share Amount	\$20.00		
Health Care Account Amount	\$0.00				

Line Level Information

Service Dates	Proc/Rev	DX	HCPC	Billed	Paid	Ineligible	Codes	Discount	Copay	Coins	Deductible	Mods	Unit/ Time/ Miles
04/12/2022													
04/12/2022	99203	M25542, M25541	N/A	\$290.00	\$68.26	\$201.74	T43	\$0.00	\$20.00	\$0.00	\$0.00	N/A	1

Codes

Type	Code	Description	Additional Action(s)
Ineligible Reason	T43	Charge exceeds the priced amount for this service. Services provided by a Non-Participating Provider. Patient is responsible for charges over the priced amount.	N/A

Customer ID 12345 Exchange Date 03/20/2021
Transaction ID 99999999999999999999999999999999

Save this Search

Print this Page

New Search
Edit Search

Quick Tips:

- Ineligible reason codes display in the **Codes** field.
- View ineligible reason code descriptions in the **Codes** section.

5) Detailed Search Results *Commercial and Individual Family Markets Claims (continued)*

There may be instances when providers receive a claim withdrawn notification after submission to BCBSTX. Providers can also determine why a claim was withdrawn via the Availity Claim Status tool response.

- ▶ Refer to the **Custom Status Description** field to view the reason why the claim was withdrawn
- ▶ After addressing the reason, resubmit the claim electronically to the local BCBSTX plan for processing

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Claim Status

Customer ID 12345 **Exchange Date** 03/20/2023

Transaction ID XXXX-XXXX-1234567890

Save this Search

Print this Page

New Search

Edit Search

**BlueCross BlueShield
of Texas**

Patient Information

Patient	DOE, JANE	Member ID	ABC123456789
DOB	01/01/1935	Patient Account Number	DOE123456789
Gender	F	Group Number	123456

Claim Information

Claim Number	123456789010X00	Claim Status	DENIED
Received Date	10/01/2021	Custom Status Description	Disapproved - For membership
Finalized Date	10/06/2021	Status Detail	
Service Dates	12/19/2020 - 12/19/2020	Billed Amount	\$2,533.30
Approved Length of Stay		Paid Amount	\$0.00
Hospital Payment Indicator		Coinsurance Amount	\$0.00
		Copay/Deductible Amount	\$0.00
		Ineligible Amount	\$0.00

7) HIPAA Standard Claim Status 276 request

Use the **HIPAA Standard** tab to acquire basic claim status (276/277 transaction).

- ▶ Enter the **Provider** and **Patient Information** in the 276 request
- ▶ Select **Submit**

The screenshot shows a web form titled "HIPAA Standard" for submitting a 276 request. The form is organized into three main sections:

- Provider Information:** Includes a question "Is the provider the same as the organization name?" with radio buttons for "Yes" (selected) and "No". Below this are fields for "Select a Provider" (optional, dropdown menu), "Provider NPI" (text input), "Patient Last Name" (text input), "Patient Date of Birth" (text input with MM/DD/YYYY format), "Patient Account Number" (optional, text input), and "Patient's Relationship to Subscriber" (optional, dropdown menu with "Self" selected).
- Patient Information:** Includes "Select a Patient" (optional, dropdown menu), "Member ID" (text input), and "Patient First Name" (optional, text input).
- Claim Information:** Includes "Service Dates" (From Date and To Date fields with a calendar icon), "Claim Number" (optional, text input), "Claim Amount" (optional, text input), and "Institutional Bill Type" (optional, text input).

A "Submit" button is located at the bottom right of the form, circled in blue. A "View Saved Searches" link is visible in the top right corner.

Quick Tips:

- Fields labeled as **optional** may be completed but are not required to receive a 277 response.
- If you do not know the patient account number, you may enter "unknown" in the optional **Patient Account Number** field, and the account number will be returned in the 277 response.

7) HIPAA Standard Claim Status 277 response (continued)

The following information is returned in the **HIPAA Standard** 277 response, if applicable:

- Claim Number
- Service Dates
- Processed Date
- Claim Status
- Billed Amount
- Paid Amount
- Check Number
- Denial Reason

CS **Claim Status**
Give Feedback [New Search](#) [Edit Search](#)

Transaction ID: 11111111111 As of 3/20/2023

DOE, JANE Patient

Patient ID
ABC123456789

DOB
01/01/2010

Subscriber
DOE, JANE

Provider
ABC CLINIC

Provider ID
1234567890

BlueCross BlueShield of Texas

000000000000X 00

FINALIZED

09/01/2020 – 09/01/2020

Billed
\$290.00

Verify Eligibility
Remittance Viewer
Print this Page

Claim 000000000000X 00

Dates of Service	Processed Date	Status
09/01/2020 – 09/01/2020	N/A	FINALIZED

Billed
\$290.00

Paid
N/A

000000000011X 00

DENIED

09/10/2020 – 09/10/2020

Processed
09/13/2020

Paid
\$0.00

Status as of **09/05/2020**

- Finalized/Adjudication Complete No payment forthcoming. The Claim/Encounter has been adjudicated and no further payment is forthcoming
- Balance due from the subscriber

Check Number
N/A

Dates of Service	Procedure Code	Quantity	Status
09/01/2020 – 09/01/2020	99203	1	FINALIZED
Billed	Paid		
\$290.00	\$0.00		

Status as of **09/05/2020**

- Finalized/Adjudication Complete No payment forthcoming. The Claim/Encounter has been adjudicated and no further payment is forthcoming
- Balance due from the subscriber

Quick Tip:

→ If the information returned does not provide enough detail, complete the transaction using either the **Member** or **Claim Number** search option.

8) View Saved Searches

The **View Saved Searches** dashboard enables the user to view specific claim status searches that were previously saved. Users can save up to 100 searches in your claim status dashboard.

Note: These saved searches are specific to the provider's Organization, payer selected, and user who submitted the transaction.

- ▶ Select **View Saved Searches** on the **Member** and/or **Claim Number** search tabs to access previously **Saved Searches**

Organization: ABC ORGANIZATION | Payer: BCBSTX

Member | Claim Number | HIPAA Standard | **View Saved Searches**

Fields marked with an asterisk * are required.

* Select a Provider: ABC CLINIC | * Provider NPI: 1234567890 | * Member ID: ABC123456789

* Group Number: 123456 | * Service Dates: 01/01/2023 - 02/01/2023

Submit | Clear Form

- ▶ In the **View Saved Searches** dashboard, use the **Search** option by entering the patient's name or provider NPI number to locate specific saved searches
- ▶ Locate the saved claim status search you want to view and select **View/Action** button

Note: A saved search will be removed after 45 days of not being viewed.

Claim Status

Search: Search

Organization: ABC ORGANIZATION | Payer: BCBSTX

Saved Searches | Displaying 2 saved searches

Patient	Provider	NPI	Claim Number	Saved Date	Last Searched	View/Action	Delete Search
DOE, JANE	ABC CLINIC	1234567890	999999999990X	3/20/2023	a few seconds ago		<input type="checkbox"/>
DOE, JOHN	ABC CLINIC	1234567890	999999999990X	3/21/2023	17 hours ago		<input type="checkbox"/>

9) Deleting Saved Searches

- ▶ From the **Saved Searches** tab, select the **Delete Search** check box to remove the saved search from your dashboard
- ▶ The user will receive a validation message after the search has been deleted

Note: If you want to delete all saved searches at once, select the **Select All** button.

CS

Claim Status

Search

Organization

Payer ?

Saved Searches

Displaying 2 saved searches

Patient ↕	Provider ↕	NPI	Claim Number	Saved Date	Last Searched	View/Action	Delete Search
DOE, JANE	ABC CLINIC	1234567890	999999999990X	3/20/2023	a few seconds ago		<input type="checkbox"/>
DOE, JOHN	ABC CLINIC	1234567890	999999999990X	3/21/2023	17 hours ago		<input type="checkbox"/>

Delete Selected Searches
Select All

Have questions or need additional education? Email the BCBSTX [Provider Education Consultants](#).

Be sure to include your name, direct contact information & Tax ID or billing NPI.