

The Availity Claim Status Tool is the recommended method for providers to acquire status on claims processed by Blue Cross and Blue Shield of Texas (BCBSTX) for the following members:

- Texas Medicaid STAR, STAR Kids and CHIP

Organizations can improve their accounts receivable by utilizing the Claim Status tool. Results are available in real-time and provides more detailed information than the HIPAA-standard 277 claim status transaction.

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

## 1) Getting Started

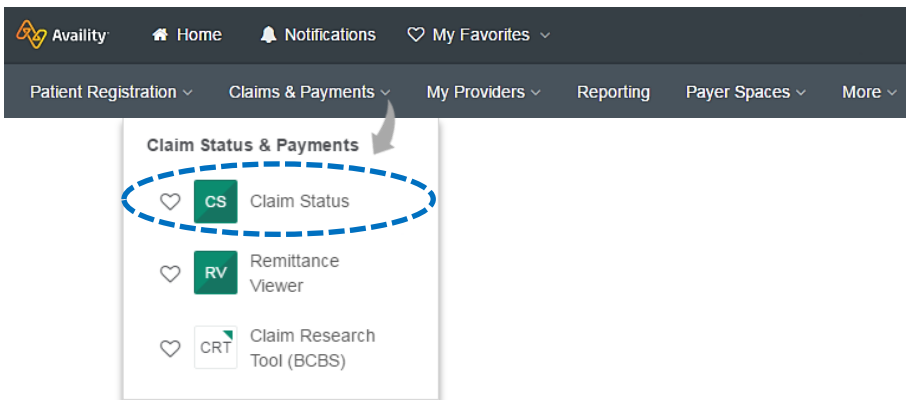
- ▶ Go to [Availity](#)
- ▶ Select [Availity Portal Login](#)
- ▶ Enter User ID and Password
- ▶ Select [Log in](#)

**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.com](#) – at no charge.



## 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.

### 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** and appropriate **Payer** from the drop-down list
- ▶ Click **Select**

**Quick Tip:**

→ **PLUS** signifies enhanced payer-specific details.

The screenshot shows the top navigation bar with 'Availity' logo and links for Home, Notifications (2), and My Favorites. Below the navigation is a menu with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More'. A search bar is on the right. The main content area has a breadcrumb 'Home > Select' and a link 'Need Help? Watch a demo for Claim Status'. The title 'Claim Status' is displayed with a 'Give Feedback' button. Below the title are two dropdown menus: 'Organization' with 'ABC CLINIC' selected and 'Payer' with 'BCBSTX Medicaid STAR/CHIP PLUS' selected. A 'Select' button is circled in blue.

#### Search by Member:

- ▶ Select the **Search by Member** tab
- ▶ Choose the Billing Provider from the **Select a Provider** drop-down list or enter the **Provider NPI** (Type 2)
- ▶ Enter **Member ID** excluding the preceding three-character prefix
- ▶ Enter **Service Dates** in MM/DD/YYYY format
- ▶ Select **Submit**

**Quick Tip:**

→ The plus (+) icon signifies enhanced payer-specific details.

The screenshot shows the 'Search' page with a breadcrumb 'Home > Select > Search'. The title 'Claim Status' is displayed with a 'Give Feedback' button. Below the title are two dropdown menus: 'Organization' with 'ABC Clinic' selected and 'Payer' with 'BCBSTX Medicaid STAR/CHIP PLUS' selected. Below these are three tabs: 'Search by Member' (circled in blue), 'Search by Claim', and 'HIPAA Standard'. Under 'Search by Member', there are three input fields: 'Select a Provider' (optional) with a dropdown arrow, 'Provider NPI' with '999999999' entered, and 'Member ID' with '999999999' entered. Below these is a 'Service Dates' field with '04/14/2020' and '05/15/2020' entered. A 'Submit' button is circled in blue.

**Quick Tip:**

→ Claim status is available for **Service Dates** of 1/1/2016 to current.

### 3) Submitting Transactions *(continued)*

#### Search by Claim:

- ▶ Select the **Search By Claim** tab
- ▶ Choose the Billing Provider from the **Select a Provider** drop-down list or enter the **Provider NPI** (Type 2)
- ▶ Enter the **Claim Number**
- ▶ Select **Submit**

**Quick Tip:**

→ The plus (+) icon signifies enhanced payer-specific details.

Availity Home Notifications My Favorites

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

Home > Select > Search Need Help? Watch a demo for Claim Status

## CS Claim Status Give Feedback

Organization: ABC Clinic Payer: BCBSTX Medicaid STAR/CHIP **PLUS**

Search by Member **+** **Search by Claim **+**** HIPAA Standard

Select a Provider optional Provider NPI optional Claim Number

Select... 9999999999 9999999999

**Submit**

### 4) Search Results

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

Home > Select > Search > Results Need Help? Watch a demo for Claim Status

## CS Claim Status Give Feedback

Organization: ABC Clinic Payer: BCBSTX Medicaid STAR/CHIP **PLUS**

Search by Member **+** **Search by Claim **+**** HIPAA Standard

Select a Provider optional Provider NPI optional Member ID

Select... 9999999999 9999999999

Service Dates optional

04/14/2020 - 05/25/2020

**Submit**

Results (Displaying 2 of 2)  
As of May 29, 2020 10:35 AM  
Transaction ID: 682c8546-5b33-410f-8d9f-427b192b1fbc

Status	Service Dates	Claim #	Member Name	Member ID	Billed Amount
<b>FINALIZED</b>	04/14/2020 - 04/14/2020	999999999999	Doe, Jane	999999999	\$148.49
<b>FINALIZED</b>	05/15/2020 - 05/15/2020	999999999999	Doe, Jane	999999999	\$135.57



## Transaction Tips

### How to avoid a “Claim Not Found” response:


- The Type 2 Billing NPI must match the NPI submitted on claim.
- The **Service Dates** entered must include the actual date(s) of service.
- Claim Status is available for **Service Dates** of 1/1/2016 to current.

### If...

- All line items are not displayed on the Detail Search Results screen, click **Next** at bottom of the page. You may also change the number of lines displayed by using the **Rows** drop-down listing.
- The check number is not present on a finalized claim (see below), please allow additional time. The system reflects check information based on the payment schedule of the provider.

Payment Information	
Check Number	
Check Amount	14.92
Check Date	06/15/2020

**Have questions or need additional education?** Email the [Provider eBusiness Consultants](#). *Be sure to include your name, direct contact information & Tax ID or billing NPI.*

 By clicking this link, you will go to a new website/app (“site”). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.

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