Provider Website Transaction Screen - Quick Tips
Claim Status Dashboard

Aetna®

Claim Status Dashboard | Claim File Upload | CMS 1500 | HIPAA Validation | Setup

To access the Claim Status Dashboard, while "mousing over" the Claim Submission tab, click on the **Claim Status Dashboard** link.

To obtain a list of all claims sent to Aetna, click here.

Claim Search

DocFind®

If you submit claims in 837 format, using the **Claim File Upload** feature, the status of your batch file(s) will appear here.

PATIENT: CHART: DOB: STATUS:

--- recent patients --- | Patient Search | Search Last Name | Search

Claim Status Dashboard

Claim Search   Print Status Report

Click here to print the current view of the Claim Status Dashboard.

This is an overview of status for claims submitted via the provider website. It supplies detail of claims on hold and not submitted, claims rejected or accepted by the provider website (under the "HealthFusion" heading), and claims sent on for processing (under the "Payer" heading). Note the aging process in each category.

File Upload History

Date and Time	File Name		File Status	Total Claims	$ Charges	HealthFusion			Payer	
						Rejected	Accepted	Sent to Payer	Rejected	Acknowledged
Totals				0	0.00	0	0	0	0	0

Click in the drop-down box to choose how you wish to view your claim totals: by dollars billed, number of claims or both.

Claims appear as they are associated with each doctor's location selected in Box 32 during claim submission.

HealthFusion Claims Report - Overview

View: $ Total Charges

Location	User Hold	Rejected 0-30	Rejected >30	Accepted 0-7	Accepted >7	Sent to Payer 0-7	Sent to Payer > 7	Totals
Total Charges	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

To view specific claims associated with a status line, click on the high-lighted blue text in either the "Totals" field or the status category field.
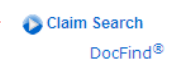
This is an overview of the submission progress within Aetna's claim process. It supplies detail on claims that were acknowledged and rejected by Aetna.

Payer Claims Report - Overview

View: $ Total Charges

Location			Acknowledged 0-30	Acknowledged >30	Rejected 0-30	Rejected >30	Totals
Test Doctor		Total Charges	$0.00	$0.00	$0.00	$0.00	$0.00

Remember you can choose how you wish to view this information by clicking in the drop-down box.

Claims rejected **by provider website** and claims rejected **during claims processing** grouped by number of days submitted

To go straight to claims that have been rejected at any stage, visit this section.

Rejected Claims Report

View: $ Total Charges

Location		HealthFusion 0-30	HealthFusion 31-60	HealthFusion >60	Payer 0-30	Payer 31-60	Payer >60	Totals
Test Doctor	Total Charges	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Remember you can choose how you wish to view this information by clicking in the drop-down box.

To learn the status of claims after they've been acknowledged via Aetna's claim process, visit this section.

Note: Detailed status, such as denial reasons or payment amounts will not be supplied. You will need to utilize the **Claim Status Inquiry** transaction to access that information.

Claims received by Aetna's claim system and awaiting adjudication

Pended claims, awaiting information before they can be adjudicated.

Denied claims

Claims that have been adjudicated/finalized.

Payer Acknowledged Claims Report

View: $ Total Charges

Location		Received 0-30	Info Requested 0-30	Info Requested >30	Denied 0-30	Denied >30	Finalized 0-30	Totals
	Total Charges	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Remember you can choose how you wish to view this information by clicking in the drop-down box.

See page 2 for detailed instructions on how to search for specific claims and view unsolicited claim statuses

Utilizing the Claim Search Feature

If you choose to search for specific claims by clicking the **Claim Search** link, you will be presented with a basic search screen.

▶ Claim Search
DocFind®

Clicking here will supply you with additional search criteria.

You can search for claims by:

- Patient's Last Name
- Claim Status
- Service Date
- Provider ID

Close ☒

Claim Status Search

Patient [Last Name]   Claim Status [All ▾]   Provider Tax ID/SSN/NPI [   ]

Service Date [   ] 📅 To [   ] 📅   Payer [Aetna ▾]

[Search Claims]   Advanced Search

Advanced Search Criteria

Created Date [   ] 📅 To [   ] 📅 $ Charges [0.00] To [   ]

HF Claim ID [   ]   Payer Claim ID [   ]

Member ID [   ]

Created Date is the date claim was originally completed and submitted. You can also search by the Health Fusion Claim ID or Aetna Member ID.

Search for claims by their billed dollar amounts or assigned payer claim ID.

Unsolicited Claims Status Report

After requesting refined results by using the Claim Search feature or clicking on blue highlighted information on the Claim Status Dashboard, you will be presented with a Claims Status Report. This report provides a view of the individual claims selected as a result of your search.

▶ Claim Search   📄 Print Status Report   📊 Download Status Report

Click here to print the current view of the status report.

Click here to download current view of status report into an Excel spreadsheet.

Claim Status Summary

| HealthFusion: | User Hold: | 0 | Rejected: | 0 | Accepted: | 0 | Sent to Payer: | 0 | Resubmitted: | 0 |
| Payer: | Rejected: | 2 | Received: | 0 | Info Requested: | 0 | Denied: | 0 | Finalized: | 0 |

A status summary of the claims returned in your search is displayed. **Note**: Status displayed indicates the status after being received by Aetna's claim system.

Claim Search Results

▾ [With Selected ▾]   1-1 of 1 claims.

☐	Status	Service	Created	Patient Name	$ Charges
☐	AETNA				
☐	REJECTED	11/06/2007	11/12/2007	UTLEY, RYAN	$100.00

1-1 of 1 claims.

To change the claim detail on the right side of the screen, click on the claim status message; i.e., in this example, click on the word "Rejected"

Created date is when the claim was originally completed and submitted.

Claim Details

Claim No	3315532	✏ Edit 🗑 Delete 🖨 Print 📄 PDF
Status	REJECTED	
Status Date	11/13/2007	Track this Claim
Status Message	Acknowledgement/Rejected for Invalid Information - The claim/encounter has invalid information as specified in the Status details and has been rejected. Entity's tax id. View complete message	

Claim Number is the number assigned **by the provider website** when claim was initially submitted. It is **not** the claim number that will be assigned during Aetna's claim process.

Display of claim status, along with any messages are returned in this section.

Claim Summary

Note: To view the complete claim, please Print the claim.

⊟ Providers and Service Location (CMS-1500 boxes 17,25,31 - 33)

Billing Provider	DONAVAN FRED		
Address	123 NO WIN ST, PHILADELPHIA, PA, 19075		
NPI		Tax ID	123999999
Rendering Provider	FRED DONAVAN		
Address			
NPI		Tax ID	123999999

⊟ Patient (CMS-1500 boxes 2,3,5)

Patient Name	RYAN UTLEY	DOB	10/01/2000
Address	610 PHILLIES BLVD, PHILA, PA, 19111		

⊟ Insurance (CMS-1500 boxes 1,4,7,11)

Payer	AETNA		
Plan Name		Plan No	
Insured ID	W123456789		
Insured Name	RYAN UTLEY	DOB	10/01/2000
Insured Address	610 PHILLIES BLVD, PHILA, PA, 19111		

⊟ Charges (CMS-1500 box 24)

Diagnosis   7999

Service Date	POS	Code	Modifiers	Diagnosis	Qty	Amount
11/06/2007	11	99201		1	1	$100.00
					Total	$100.00

Further claim detail is displayed in this section.

Refer to this legend to learn what action will be taken when you click on a selected icon.

Legend:

PMS Edit	Use this feature to flag a rejected claim is being edited in your practice management system and resubmitted. Claim will not appear in future rejection reports unless specified.
Hide Claims	Use this feature to hide selected claims.
✏ Edit and Resubmit	Use this feature to edit a claim anytime prior to being sent to payer for resubmission through HealthFusion.
✏ Edit and Rebill	Use this feature to modify a rejected claim and rebill as a new claim through HealthFusion.
🗑 Delete Claim	Use this feature to delete a claim from the HealthFusion system.
🖨 Print Claim	Use this feature to view or print a claim.
📄 Save as PDF	Use this feature to save a copy of a claim status in PDF format.
Claim in Transit	The claim is being transmitted. The claim was sent but not yet acknowledged. The claim is not editable at this time.