Claim Inquiry

How to search for claims within CHAMPS

There are several different ways for inquiring on a claim within Champs. The Claim Inquiry screen can be found by clicking on the Claims tab and selecting Claim Inquiry (Figures 1 & 2). Below are examples for how to inquire on a claim;

1. **Using a TCN to search**
2. **Using From/To dates to search for claims**
3. **Locating Reason and Remark codes**

Figure 1: Click on the **Claims Tab**

Figure 2: Select **Claim Inquiry**
Using a TCN to search:

1. Providers may search for a claim using the 18 digit TCN number. This can be found on a Provider’s remittance advice (RA).
2. From the first filter by drop-down select **TCN** and enter the **TCN number**

3. Change the drop-down, **Last 6 Months** to **All**

4. Click **Go**
5. Claim will appear as a hyperlink; click on the TCN for review

Using From/To Dates to search for claims:

1. From the first filter by drop-down select From/To Dates, enter in the From Date (MM/DD/YYYY) and then in the second field enter in the To Date (MM/DD/YYYY)

   Please note: If searching for one date, enter the same date in each field.

2. In the second filter by drop-down select Beneficiary ID and enter in the beneficiary ID
3. Change the drop-down, Last 6 Months to All

4. Click Go

5. The search results bring up all claims billed under the Billing NPI (NPI the provider is logged in under) within the date range for the beneficiary ID entered.
6. To locate all claims billed by a Billing NPI within the selected date range and multiple Beneficiary ID’s enter a percent sign % (this acts as a wild card) in the beneficiary ID field. See figure below.
Locating Reason and Remark codes:

1. From the first filter by drop-down select **From/To Dates**, enter in the **From Date (MM/DD/YYYY)** and then in the second field enter in the **To Date (MM/DD/YYYY)**

   Please note: If searching for one date, enter the same date in each field.

2. In the second filter by drop-down select **Beneficiary ID** and enter in the **Beneficiary ID**

3. In the third filter by drop-down select **Reason Code** and enter a % to bring up all reason codes
4. In the fourth filter by drop-down select **Remark Code** and enter a % to bring up all remark codes

5. Change the drop-file, **Last 6 Months** to **All**

6. The **Reason Codes** and **Remark Codes** are listed to the far right of the screen