

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**

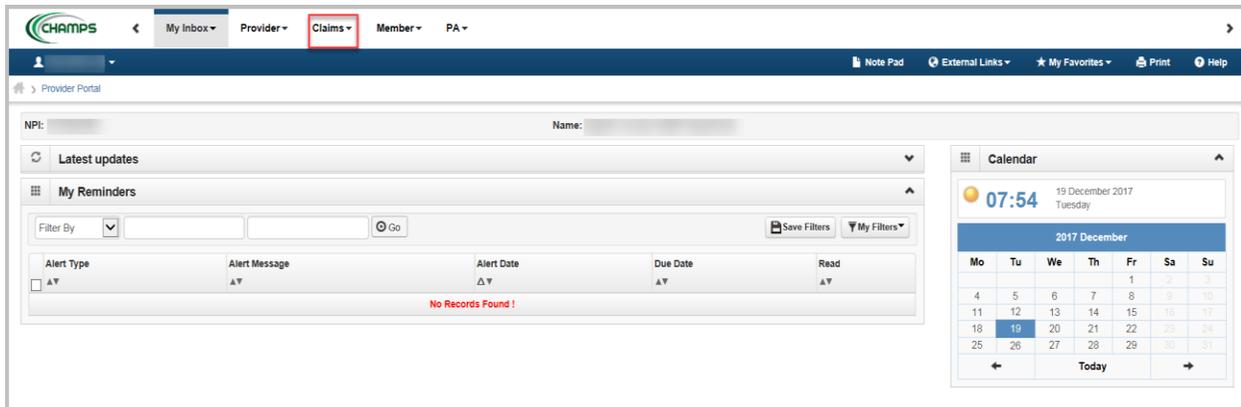
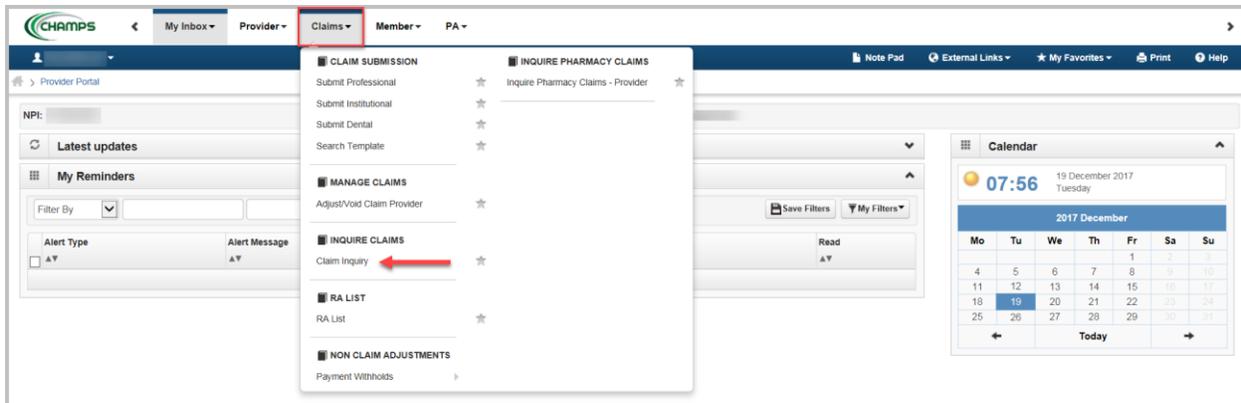


Figure 2: Select **Claim Inquiry**



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**

The screenshot shows the CHAMPS 'Inquire Claims' interface. The 'Filter By' dropdown menu is open, listing various search criteria. 'TCN' is highlighted at the bottom of the list. The search criteria field contains '311' followed by '000'. The table below the filters shows columns for 'To Date', 'Submitted Charges', 'Claim Status', 'Approved Amount', and 'Pay Cycle Date'. A red message 'No Records Found!' is displayed in the table area.

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

This screenshot shows the 'Inquire Claims' page with the 'Filter By' dropdown menu open. The 'All' option is selected. The search criteria field still contains '311' followed by '000'. The table below shows the same columns as the previous screenshot, with 'No Records Found!' still displayed.

4. Click **Go**

This screenshot shows the 'Inquire Claims' page with the 'Go' button highlighted in red. The search criteria field contains '311' followed by '000'. The table below shows the same columns, with 'No Records Found!' still displayed.

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

The screenshot shows the CHAMPS 'Inquire Claims' interface. The search criteria include TCN 311-000. The results table shows one entry with TCN 311-000, From Date 03/24/2017, To Date 03/24/2017, Submitted Charges of \$92.00, and Claim Status of 'Denied'. The 'Approved Amount' is \$0.00 and the 'Pay Cycle Date' is 06/29/2017. The TCN '311-000' is highlighted with a red box.

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.

The screenshot shows the CHAMPS 'Inquire Claims' interface with the 'Filter By' dropdown menu open. 'From/To Dates' is selected. The search criteria are set to 'From Date' and 'To Date', both with the value 01/04/2017. The results table is empty, displaying 'No Records Found!'.

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

The screenshot shows the CHAMPS 'Inquire Claims' interface. The first filter is 'From/To Dates' with 'From Date' and 'To Date' both set to 01/04/2017. The second filter is 'Beneficiary ID'. The results table is empty, displaying 'No Records Found!'.

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

The screenshot shows the CHAMPS Inquire Claims interface. The 'Claim' dropdown menu is open, and 'All' is selected. The search criteria include 'From/To Dates' (01/04/2017 to 01/04/2017) and 'Beneficiary ID' (012-XXXX-XXXX). The table below the search criteria is empty, with a red message 'No Records Found!'.

4. Click **Go**

The screenshot shows the CHAMPS Inquire Claims interface. The 'Claim' dropdown menu is now set to 'All'. The 'Go' button is highlighted with a red box. The search criteria remain the same as in the previous screenshot. The table below is still empty with 'No Records Found!'.

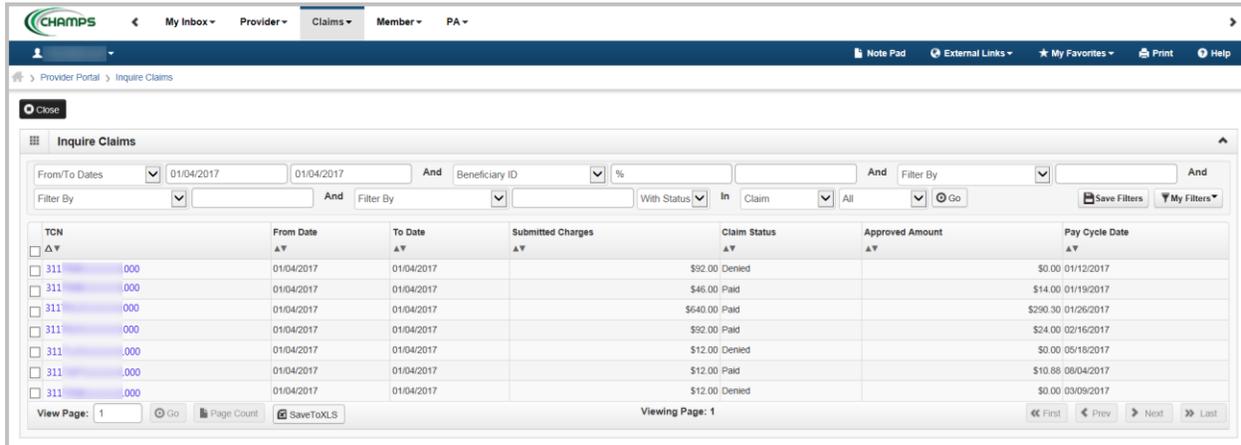
5. The search results bring up all claims billed under the Billing NPI (NPI the provider is logged in under) within the date range for the beneficiary ID entered.

The screenshot shows the CHAMPS Inquire Claims interface with search results. The 'Go' button has been clicked, and two claims are displayed in the table below. The table has columns for TCN, From Date, To Date, Submitted Charges, Claim Status, Approved Amount, and Pay Cycle Date.

TCN	From Date	To Date	Submitted Charges	Claim Status	Approved Amount	Pay Cycle Date
311-XXXX-XXXX	01/04/2017	01/04/2017		\$12.00 Denied		\$0.00 05/18/2017
311-XXXX-XXXX	01/04/2017	01/04/2017		\$12.00 Paid		\$10.00 08/04/2017

At the bottom of the table, there are navigation controls: 'View Page: 1', 'Go', 'Page Count', 'SaveToXLS', 'Viewing Page: 1', and navigation arrows for 'First', 'Prev', 'Next', and 'Last'.

- 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.



The screenshot shows the CHAMPS Inquire Claims interface. The search criteria are set to 'From/To Dates' 01/04/2017 to 01/04/2017 and 'Beneficiary ID' with a wildcard '%'. The table below displays the results of the search.

TCN	From Date	To Date	Submitted Charges	Claim Status	Approved Amount	Pay Cycle Date
311.000	01/04/2017	01/04/2017		\$92.00 Denied		\$0.00 01/12/2017
311.000	01/04/2017	01/04/2017		\$46.00 Paid		\$14.00 01/19/2017
311.000	01/04/2017	01/04/2017		\$640.00 Paid		\$290.30 01/26/2017
311.000	01/04/2017	01/04/2017		\$92.00 Paid		\$24.00 02/16/2017
311.000	01/04/2017	01/04/2017		\$12.00 Denied		\$0.00 05/19/2017
311.000	01/04/2017	01/04/2017		\$12.00 Paid		\$10.88 08/04/2017
311.000	01/04/2017	01/04/2017		\$12.00 Denied		\$0.00 03/09/2017

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.

The screenshot shows the CHAMPS 'Inquire Claims' interface. The 'Filter By' dropdown menu is open, and 'From/To Dates' is selected. The main search area shows 'From Date' and 'To Date' fields, both currently empty. The table below the filters shows 'No Records Found!'.

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

The screenshot shows the CHAMPS 'Inquire Claims' interface. The 'Filter By' dropdown menu is open, and 'Beneficiary ID' is selected. The 'From/To Dates' filter is now filled with '01/04/2017' in both fields. The table below the filters shows 'No Records Found!'.

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

The screenshot shows the CHAMPS 'Inquire Claims' interface. The 'Filter By' dropdown menu is open, and 'Reason Code' is selected. The 'Beneficiary ID' filter is now filled with '0123456789'. The table below the filters shows 'No Records Found!'.

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

The screenshot shows the CHAMPS Inquire Claims interface. The filter dropdown menu is open, and 'Remark Code' is selected. The search criteria include 'From/To Dates' (01/04/2017 to 01/04/2017), 'Beneficiary ID' (0123456789), and 'Reason Code' (%). The 'Last 6 Months' dropdown is currently selected.

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

The screenshot shows the CHAMPS Inquire Claims interface. The 'Last 6 Months' dropdown has been changed to 'All'. The 'Go' button is highlighted with a red box. The search criteria remain the same as in the previous screenshot.

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

The screenshot shows the CHAMPS Inquire Claims interface displaying a list of claims. The 'Reason Code' and 'Remark Code' columns are highlighted with red boxes. The table contains the following data:

TCN	From Date	To Date	Submitted Charges	Claim Status	Approved Amount	Pay Cycle Date	Reason Code	Remark Code
3111-000	01/04/2017	01/04/2017		\$90.00 Paid		\$40.81 02/02/2017		
3111-000	01/04/2017	01/04/2017		\$90.00 Denied		\$0.00 01/12/2017	22	N598
3111-000	01/04/2017	01/04/2017		\$90.00 Paid		\$40.81 02/09/2017	129,23	N48
3111-000	01/04/2017	01/04/2017		\$90.00 Paid		\$40.81 02/09/2017	129,23	N48
3111-000	01/04/2017	01/04/2017		\$90.00 Denied		\$0.00 02/09/2017	204	N130
3111-000	01/04/2017	01/04/2017		\$90.00 Paid		\$40.81 02/09/2017	129, 140, 23	MA27, N48
3111-000	01/04/2017	01/04/2017		\$90.00 Denied		\$0.00 02/09/2017	129,204, 23	N48,N130
3111-000	01/04/2017	01/04/2017		\$90.00 Denied		\$0.00 02/09/2017	129,204, 23	N48,N130
3111-000	01/04/2017	01/04/2017		\$90.00 Paid		\$40.81 02/09/2017	129,23	N48
3111-000	01/04/2017	01/04/2017		\$1,550.00 Denied		\$0.00 02/09/2017	16,185, 204, 23	N257,N130