

Checking Claim Status in EZ-NET: A Step-by-Step Guide

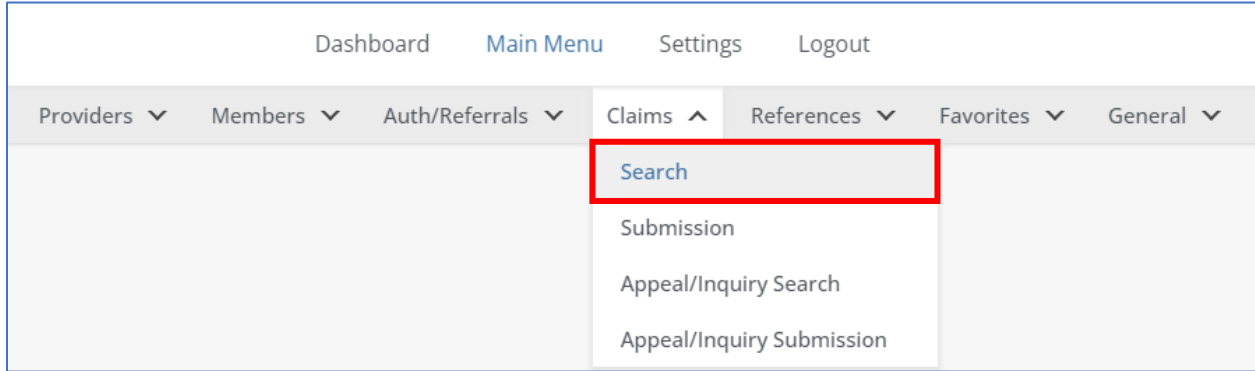
Step 1: Access EZ-NET by navigating to <https://nemsmso.org> and selecting **PROVIDER PORTAL (EZ-NET)**, then click **Login** on the upper-right hand corner of the page.

The screenshot shows the NEMS Medical Services website. On the left is a navigation menu with the following items: HOME, PROVIDERS, MEMBERS, CARE COORDINATION & MANAGEMENT, ABOUT US, CAREERS, CONTACT US, and FIND A DOCTOR. The 'PROVIDER PORTAL (EZ-NET)' link is highlighted with a red box. Below the menu is contact information for NEMS MSO. In the top right corner, there is a 'Login' button with a gear icon, also highlighted with a red box. A login form is overlaid on the page, featuring a 'Username' field, a 'Password' field with a visibility toggle, a 'Cancel' button, a 'Login' button, and a 'Forgot Username/Password?' link.

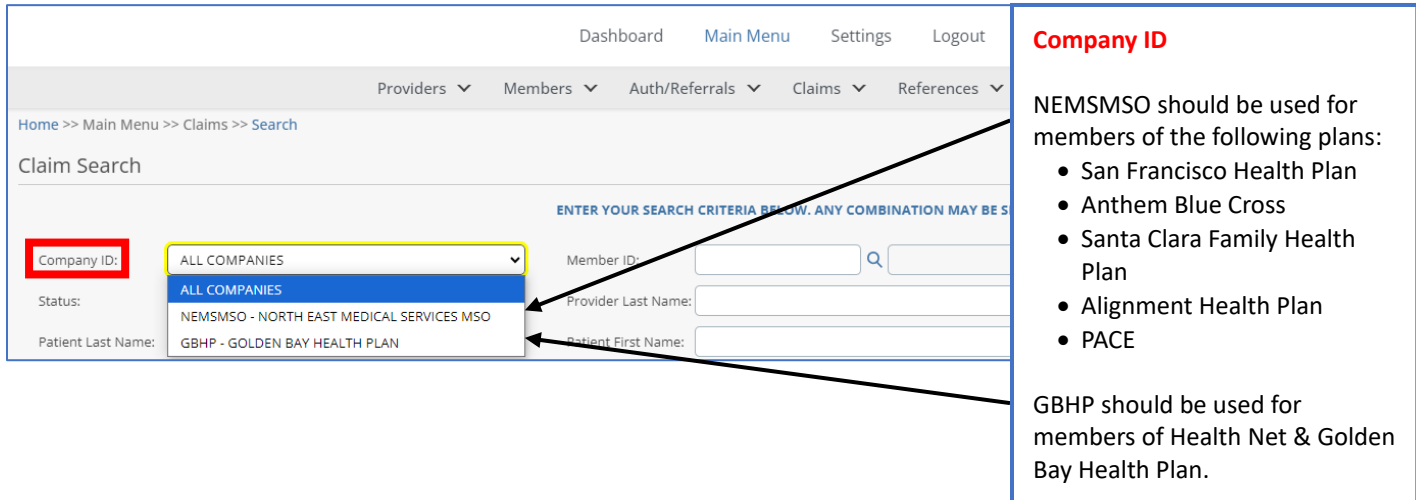
Step 2: Select **Main Menu** once you login to EZ-NET.

The screenshot shows the EZ-NET dashboard navigation bar with the following options: Dashboard, Main Menu, Settings, and Logout. The 'Main Menu' option is highlighted with a red box. Below the navigation bar is a red message: "Please Contact Administrator to set your widgets."

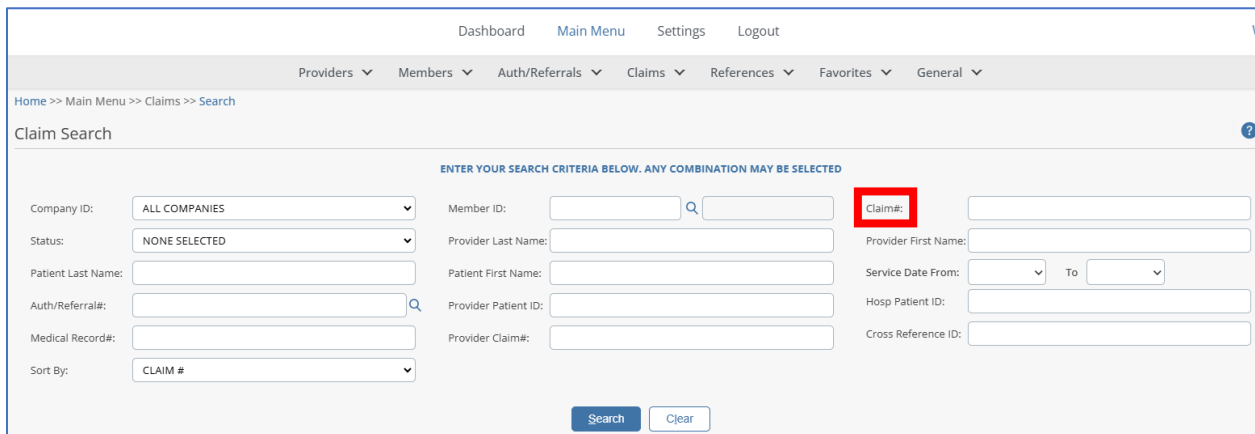
Step 3: Select the **Claims** module and choose **Search** on the drop-down menu.



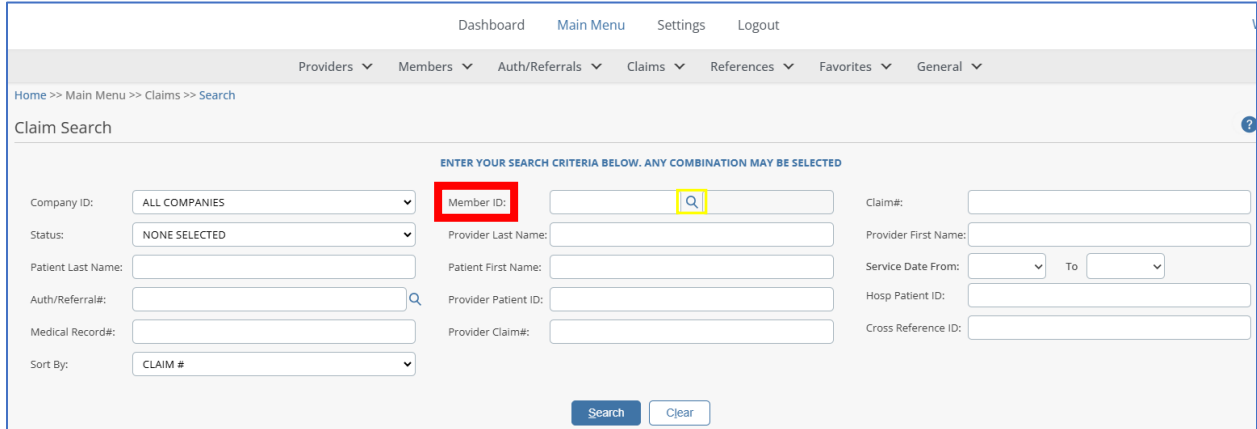
Step 4: Select the correct **Company ID**.



Step 5: If you have the **Claim #**, input it and skip to step 10. If not, proceed to step 6.



Step 6: Click on the magnifying glass next to **Member ID**.



Dashboard Main Menu Settings Logout

Providers Members Auth/Referrals Claims References Favorites General

Home >> Main Menu >> Claims >> Search

Claim Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID: ALL COMPANIES Member ID: [magnifying glass icon]

Status: NONE SELECTED Provider Last Name: Provider First Name:

Patient Last Name: Patient First Name: Service Date From: To:

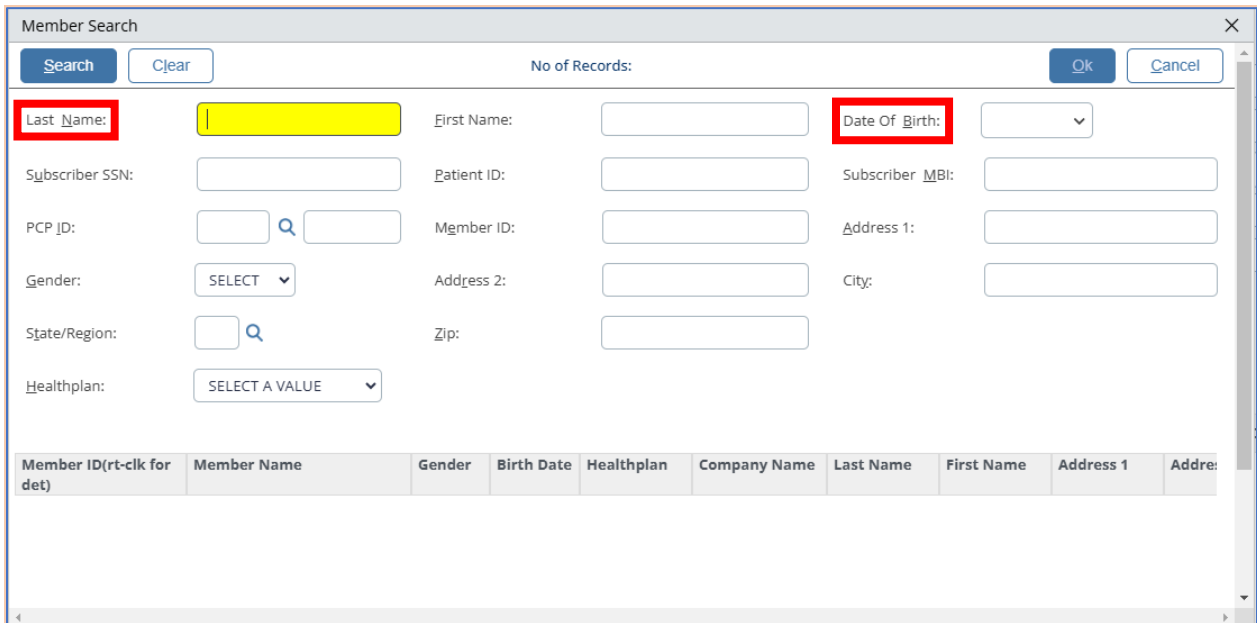
Auth/Referral#: [magnifying glass icon] Provider Patient ID: Hosp Patient ID:

Medical Record#: Provider Claim#: Cross Reference ID:

Sort By: CLAIM #

Search Clear

Step 7: Input the **Date of Birth AND Last Name** of the member.



Member Search

Search Clear No of Records: Ok Cancel

Last Name: [magnifying glass icon] First Name: Date Of Birth: [magnifying glass icon]

Subscriber SSN: Patient ID: Subscriber MBI:

PCP ID: [magnifying glass icon] Member ID: Address 1:

Gender: SELECT Address 2: City:

State/Region: [magnifying glass icon] Zip:

Healthplan: SELECT A VALUE

Member ID(rt-clk for det)	Member Name	Gender	Birth Date	Healthplan	Company Name	Last Name	First Name	Address 1	Address 2

Step 8: Select **Search** and double-click the option that correctly matches the inputted values.

Step 9: Select **Search** and choose the **Claim Number** that best matches the following details.

Finding A Specific Claim

To locate a specific claim, use a combination of information such as Provider Name or Date of Service. Additionally, you may click on the claim number (large red box) to view additional details on the claim to see vendor and status info (see Step 12).

Claim Number	Member Name	Provider Name	Provider Claim ID	Date Of Service	Status
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Step 10: Input claim number and select **Search** and view claim status information below.

Claim Search ?

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID: <input type="text" value="ALL COMPANIES"/>	Member ID: <input type="text"/> <input type="text"/>	Claim#: <input type="text" value="██████████"/>
Status: <input type="text" value="NONE SELECTED"/>	Provider Last Name: <input type="text"/>	Provider First Name: <input type="text"/>
Patient Last Name: <input type="text"/>	Patient First Name: <input type="text"/>	Service Date From: <input type="text"/> To: <input type="text"/>
Auth/Referral#: <input type="text"/>	Provider Patient ID: <input type="text"/>	Hosp Patient ID: <input type="text"/>
Medical Record#: <input type="text"/>	Provider Claim#: <input type="text"/>	Cross Reference ID: <input type="text"/>
Sort By: <input type="text" value="CLAIM #"/>	<input type="button" value="Search"/> <input type="button" value="Clear"/>	

Claim Number	Member Name	Provider Name	Provider Claim ID	Date Of Service	Status	Company
██████████	██████████	██████████	██████████	██████████	██████████	██████████

Step 11: Select the **Claim Number** to view further details on the claim. Detailed information will pop up in a new window.

Claim Search ?

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID: <input type="text" value="ALL COMPANIES"/>	Member ID: <input type="text"/> <input type="text"/>	Claim#: <input type="text" value="██████████"/>
Status: <input type="text" value="NONE SELECTED"/>	Provider Last Name: <input type="text"/>	Provider First Name: <input type="text"/>
Patient Last Name: <input type="text"/>	Patient First Name: <input type="text"/>	Service Date From: <input type="text"/> To: <input type="text"/>
Auth/Referral#: <input type="text"/>	Provider Patient ID: <input type="text"/>	Hosp Patient ID: <input type="text"/>
Medical Record#: <input type="text"/>	Provider Claim#: <input type="text"/>	Cross Reference ID: <input type="text"/>
Sort By: <input type="text" value="CLAIM #"/>	<input type="button" value="Search"/> <input type="button" value="Clear"/>	

Claim Number	Member Name	Provider Name	Provider Claim ID	Date Of Service	Status	Company
██████████	██████████	██████████	██████████	██████████	██████████	██████████

Step 12: The **Claim Details** page provides detailed information on the claim (details below).

Dashboard Main Menu Settings Logout

Providers Members Auth/Referrals Claims References Favorites General

Home >> Main Menu >> Claims >> Search

Claim / Encounter Details

Status Information

Claim#:	[REDACTED]	Company ID:	NEMMSO
Auth/Referral#:	[REDACTED]	Status:	PAID
Date Received:	10/11/2024	Provider Claim #:	[REDACTED]
Date Paid:	10/15/2024	Check:	[REDACTED]
Payment Status:	F	EFT Trace #:	[REDACTED]
Vendor:	[REDACTED]	Reference #:	[REDACTED]
Payee:	VENDOR	Claim Type:	Professional
		Cross Reference ID:	

Payment Status Types:

- C – Capitated
- F – Fee For Service
- 1 – Capitated
- 2 – Fee For Service
- 3 – Other
- N – Carved Out Service
- Z – Excluded Provider

Claim Status Types:

- Release to A/P – Newly Posted
- System Hold – Hit certain system rule
- Manual Hold – Placed on hold by Examiner
- A/P – Hold – Adjudicated
- A/P – Pay – Included in a check run
- Repriced Paid Claim – Went through a system reprice for payment adjustment
- Paid – Paid/Denied