NaviNet® Professional Claims INFO Adjustment Inquiry Guide

May 2009

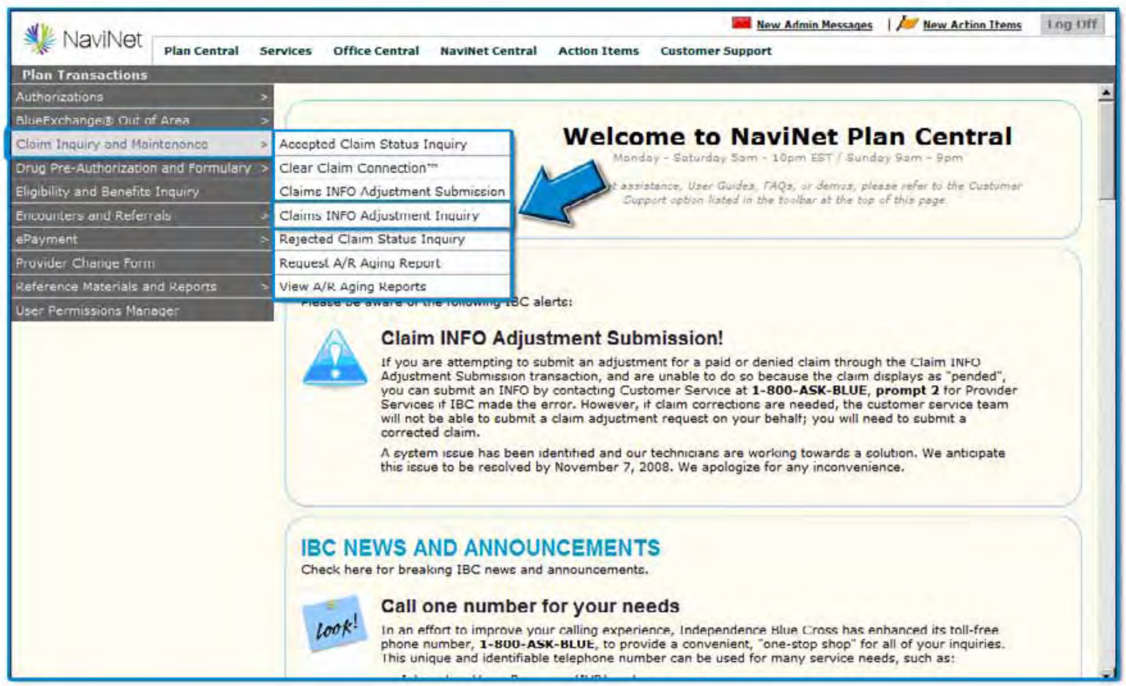
Independence Blue Cross

NaviNet® Professional Claims INFO Adjustment Inquiry Guide

You can easily check the status of a Claims INFO Adjustment request through NaviNet.

How to view a Claims INFO Adjustment Inquiry

Log onto NaviNet Plan Central. Select *Claim Inquiry and Maintenance* from the Plan Transactions menu, and then select *Claims INFO Adjustment Inquiry*.

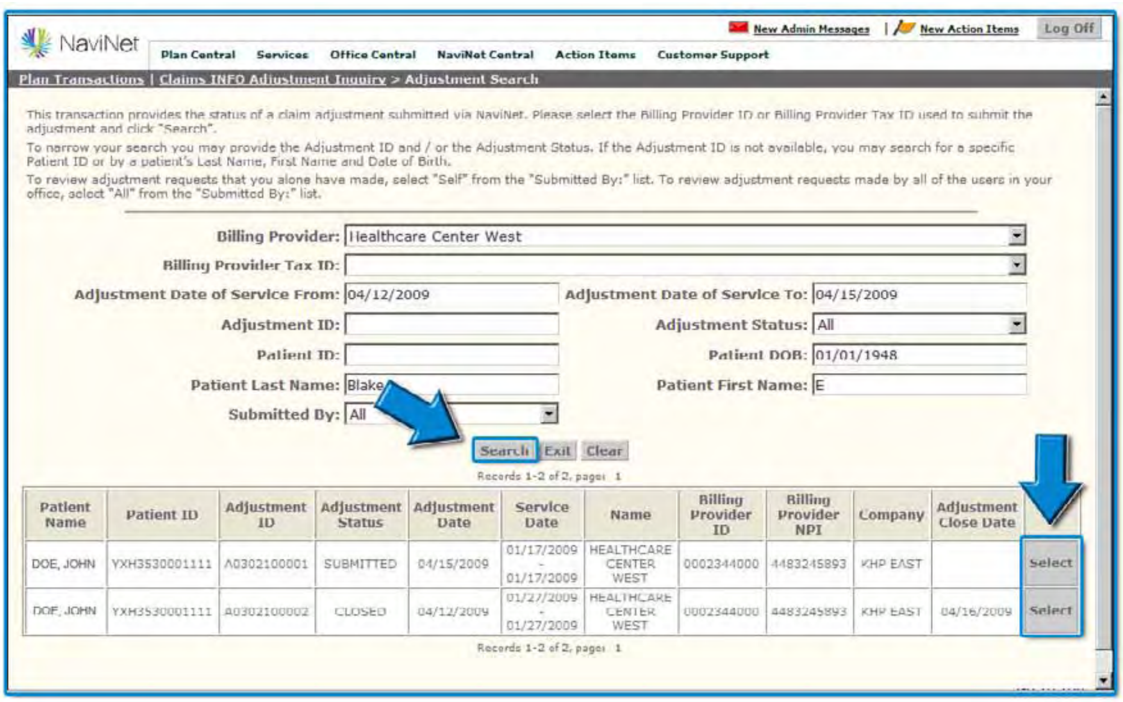


How to search for a claim

To search for a claim that has been adjusted, follow these instructions:

1. Begin by selecting either the provider group name from the *Billing Provider* drop-down menu or the tax ID from the *Billing Provider Tax ID* drop-down menu.
2. Enter a date range in the *Adjustment Date of Service From* and *Adjustment Date of Service To* fields. The date range entered may not exceed 90 days.
3. The Adjustment ID, Patient ID, Patient DOB, Patient First Name, and Patient Last Name fields are optional, but may be entered to narrow the search.
4. Select *All, Closed,* or *Submitted* from the *Adjustment Status* drop-down menu.
5. Select *All* or *Self* from the *Submitted By* drop-down menu (choosing *Self* limits the search to those adjustments submitted only by the person currently logged into the NaviNet web portal).
6. Select *Search* when all data has been entered.

Adjustments meeting the entered search criteria will appear at the bottom of the screen. View the detail for a particular adjustment by clicking *Select*.

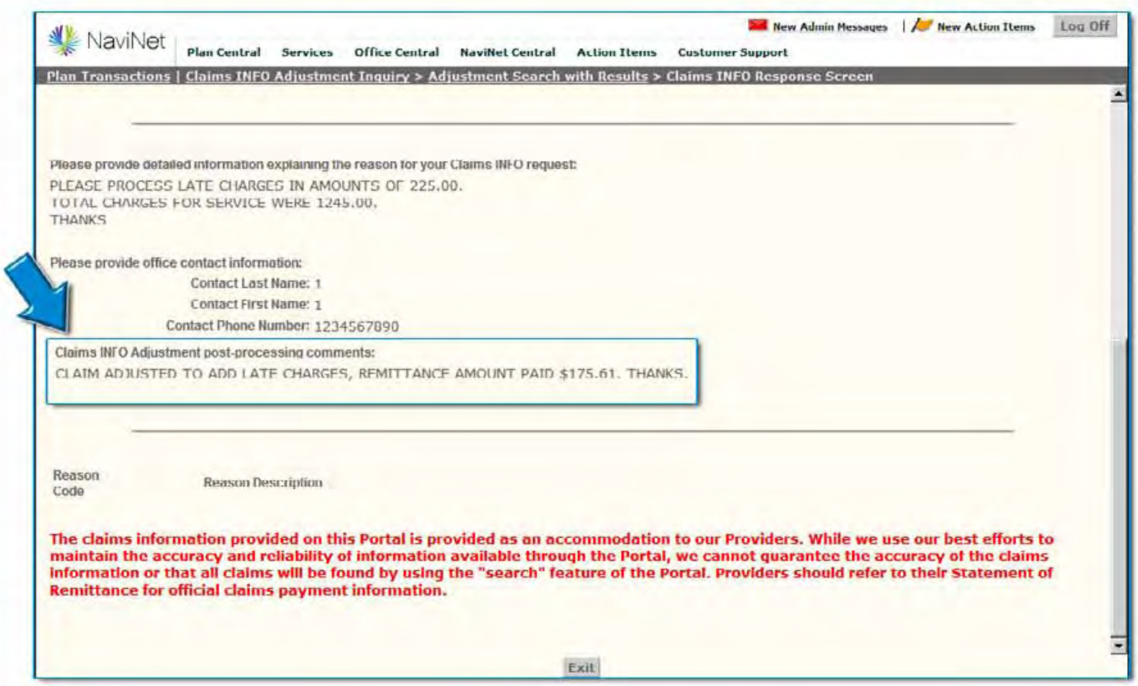


Claim details

The *Claims INFO Response Form* provides detailed information relating to the submitted adjustment.

	Date of Service From	Date of Service To	Units	Revenue Code	Procedure Code	Mods	Billed Amount	COB Amount	Patient Responsibility	Paid Amount	Reason Code(s)
2.	04/11/2009	04/14/2009	1	310	88304		$1017.20	$0.00	$0.00	$900.00	
3.	04/11/2009	04/14/2009	3	750	45385		$3559.20	$0.00	$0.00	$1000.00	

You can find comments from the post-processing unit when **scrolling to the bottom** of the *Claims INFO Response Form*.



Resources

As a reminder, providers may contact NaviNet Customer Care at **1-888-482-8057** for assistance with any NaviNet transaction.