

Accessing Claims Information in the EZ-CAP Provider Portal

1. Once your account has been confirmed, navigate to <https://ezprod.cognify.com/EZ-NET60> and log in.
2. Click on the **Main** tab, and then select **Claims > Claims Inquiry** to get to the Claim Search screen.



3. In this screen, you can search for a claim using a variety of criteria, including patient name, member ID, date of service, and provider patient ID.

The screenshot shows the PEAKTPA Claim Search screen. The top navigation bar is the same as in the previous screenshot. Below the navigation bar, the page header displays the date and time as 'Sunday, May 17, 2020 01:15:25 PM' and the user's name as 'Welcome DIANA.OROURKE7115'. The breadcrumb trail reads 'Home >> Main Menu >> Claims >> Inquiry'. The main content area is titled 'Claim Search' and contains a search form with the following fields:

- Company ID: ASL - ARCHCARE (dropdown menu)
- Claim #: (text input)
- Provider Last Name: (text input)
- Patient Last Name: (text input)
- Service Date From: (date input) To: (date input)
- Provider Patient ID: (text input)
- Medical Record#: (text input)
- Cross Reference ID: (text input)
- Member ID: (text input)
- Status: NONE SELECTED (dropdown menu)
- Provider First Name: (text input)
- Patient First Name: (text input)
- Auth/Referral#: (text input)
- Hosp Patient ID: (text input)
- Provider Claim#: (text input)
- Sort By: CLAIM # (dropdown menu)

At the bottom of the search form, there are 'Search' and 'Clear' buttons.

1. Claims matching your search criteria will be returned in a list displaying the claim number, member name, provider name, provider claim ID, date of service, and status.

Claim Number	Member Name	Provider Name	Provider Claim ID	Date Of Service	Status
20050602820011600001	[REDACTED]	[REDACTED]	030547NCS00000000	2/1/2020	SYSTEM HOLD
20040802820011600085	[REDACTED]	[REDACTED]	030547NCS00000000	3/1/2020	A/P - PAY
20020602820011600893	[REDACTED]	[REDACTED]	030547NCS00000000	1/1/2020	A/P - PAY

2. For additional information, simply click on the claim number to open the Claim / Encounter Details page.
 - i. The date paid and check number for a paid claim can be found in the Status Information at the top of the page.

Status Information	
Claim#:	20020602820011600893
Auth/Referral#:	
Date Received:	02/05/2020
Date Paid:	07/06/2020
Payment Status:	F
Vendor:	1952464950-043712277
Payee:	VENDOR
Company ID:	ASL
Status:	PAID
Provider Claim #:	030547NCS00000000
Check:	4056
EFT Trace #:	
Reference #:	
Claim Type:	HOSPITAL
Cross Reference ID:	UE200370031063

- ii. Diagnosis Information is located near the middle of the page.

Diagnosis Information		
Code	Version	Description
S42201D	10	UNSPEC FX UPPER END RT HUMERUS
R6511	10	SIRS, NON-INFECT ORIGN W/ACUTE
J189	10	PNEUMONIA, UNSPECIFIED ORGANIS
G20	10	PARKINSON'S DISEASE

- iii. The claim's service lines are displayed in the Services section near the bottom of the page.

Services										
Details	Service Date	Service Code	Description	Rev Code	Description	CPT Mod	Qty	Billed Amt	Cntc Amt	Deductibl
DETAILS	2/5/2019	A0130	NON-EMER...	0542	AMBULANCE - MEDICAL TRANSPORT	HC	2.0	44.39	0.00	0.00
DETAILS	2/19/2019	S5102	ADULT DAY...	3103	ADULT CARE - ADULT DAY CARE, MEDICAL AND...	U2	1.0	120.00		

Services									
WH Amt	Adj Amt	Net Paid	Adj Grp Code	Adj Code	Adj Desc	Remitt_Code	Remitt_Desc	Place Of Service	Control N
0.00	0.00	44.39						11	
0.00	0.00	120.00						11	
0.00	0.00	44.39						11	
\$ 0	\$ 0	\$1315.12							

Each service line will include date of service, service code, rev code, modifiers, billed charges, net paid amounts, and copays, coinsurance and deductibles where applicable. Additionally, adjustment and remit codes will be displayed for each service line.

For assistance at any time, please contact us at providerportal@peak.cpstn.com.