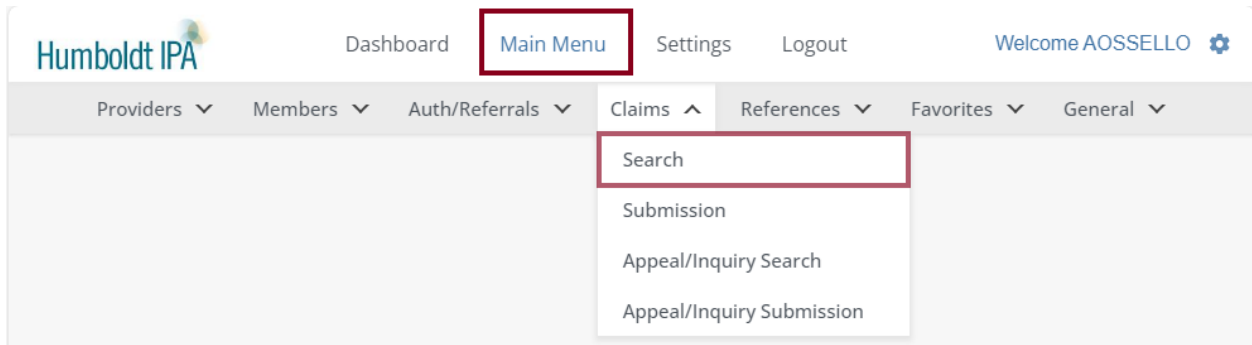
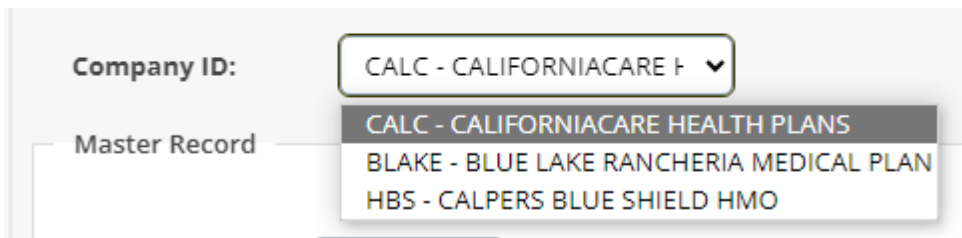


EZ-NET Claim Inquiry Guide

1. Click on the Main Menu tab to show the drop-down menus for authorization, claim, and EOB history searches. Under the **Claims** drop-down menu, select **Search**.



2. First select the member's health plan using the Company ID drop-down. **DO NOT** leave this as All Companies as this will omit results. CaliforniaCare is Anthem Blue Cross.



3. Click the magnifying glass next to the **empty** Member ID field.



Enter the member's date of birth, and the first 3 letters of their last name, then search.

Member Search

Search Clear No of Records: 1 Ok Cancel

Enter first 3 letters of last name.

Last Name: PAT First Name: Date Of Birth: 1/1/1960

Subscriber SSN: Patient ID: Subscriber MBI:

PCP ID: Member ID: 1234567891 Address 1:

Gender: SELECT Address 2: City:

State/Region: 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
1234567891	PATIENT, TEST	FEMALE	1/1/1960	CALPERS BLUE SH	HBS	PATIENT	TEST	1234 MAIN STREE	

Double click the result showing the member's information to return to the claim search page. Now the member ID will be filled in. Click Search.

If you know the Date of Service, you can narrow the results down by entering the date in the **Service Date From:** and **To:** fields.

Claim Search

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Step 1 Step 2

Company ID: HBS - CALPERS BLUE Member ID: 1234567 PATIENT Claim#:

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

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

Auth/Referral#: Provider Patient ID: Hosp Patient ID:

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

Sort By: CLAIM #

Step 3

Search Clear

4. Click the claim number on a result to pull up all the details for a particular claim.

Search Clear

Claim Number	Member Name	Provider Name	Provider Claim ID	Date Of Service	Status	Company
20210311800007200001	PATIENT, TEST	PROVIDENCE ST JOSEPH HOSPITAL EUREK.		3/1/2021	PROCESSED	HBS

- In the section **Status Information**, look for the **Status** field. This will indicate if the claim has been processed yet. Claim processing takes up to 45 business days.
- To determine the amount paid on a claim, scroll down to **Services**. Each procedure code will be listed in a table in this section. Scroll to the right to view more columns.

Services														
Sequence	Details	Service D	Service C	Description	Rev Code	Description	CPT Mo	Qty	Billed Amt	Cntc Amt	Deductible	Deductible L	Deductible A	C
1	DETAIL	3/1/2021	90686	IIV4 V...				1.0	100.00	0.00	0.00	0.00	0.00	
									Total : \$ 100 \$ 0 \$ 0 \$ 0 \$ 0					

Put your cursor between the column headers and drag to make the columns bigger.

Use this bar to scroll to the right.

Net Paid shows the amount paid on each line item.

If there was an ADJUSTMENT or DENIAL on the service, the reason would be listed in the **Adj Desc** column. You may need to expand the column to see the entire reason.