



Managing Behavioral Healthcare for the Citizens of Bladen, Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Wayne, and Wilson Counties

Claims Inquiry Form Instructions

The Claims inquiry Form is an electronic form which can be used to inquire about the status or adjudication results of a claim

Claims Inquiry

Claims staff will review the details of the claim and reply to the email address listed on the form. Example inquiry: I submitted a claim on May 1, 2019 and have not seen a payment or denial. Can you tell me the status of this claim?

Completing the form

Billing Agency Calling on Behalf of Provider (if applicable)

- Name of the billing agency or clearinghouse submitting the inquiry for a provider they have a signed business associate's agreement with.

Provider Agency

- Name of the provider agency submitting the form or of the provider agency for which a billing agency or clearinghouse is submitting for.

Provider Tax ID Number

- Tax ID number for the provider agency

Reason for Claims Inquiry

Provide an explanation of why the claims inquiry is being sent. Please provide as much information as possible so claims staff will understand your request.

Submitter Name

- Name of person submitting the form.

Submitter Job Title

- Job title of person submitting the form.

Date submitting Request

- Date for was submitted to Eastpointe. (will auto-populate)

Submitter's Phone Number

- Work telephone number at which submitter may be contacted with questions.

Submitter's Email Address

- Email address to which a response to the inquiry may be sent.

Attach claim information

- A list of the claims for which inquiry is being made must be attached to the form.

The list must include the following:

1. Each member's name
2. Medicaid #, Eastpointe medical record # or date of birth
3. Date of Service
4. Procedure Code

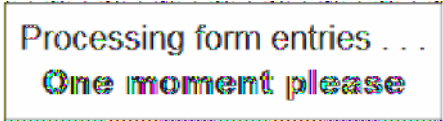
When all data elements on the electronic form have been completed click the send button as highlighted in the screen shot below.



Send

This form was created at www.formdesk.com

Once the send button has been clicked the message below will display. This could take a few seconds.



Processing form entries . . .
One moment please

When the send process is complete the message below will display and an email confirmation will be sent to the email address listed that was listed on the form as the submitter's email address.

Thank you for your submission.



Close

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