

New York Department of Health Bureau of Early Intervention State Fiscal Agent



EIBilling Update: Claim Research Report



Claim Research Report



This tutorial is designed to walk you through the new report available in EIBilling: ***Claim Research Report***.

This report provides new and enhanced functionality for providers and allows providers greater flexibility with working claims from multiple levels.

Providers will be able to quickly retrieve, sort, and export relevant data to efficiently review their claims in the EIBilling Portal.





EI BILLING PORTAL



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5/22/2014 : Welcome to EI Billing

Claiming and Billing Issues Alerts

This box will provide timely alerts as needed.

Claiming Problems

- ❏ Children with CIN mismatch - Holding Up Some Medicaid Claims [[Details](#)]
- ❏ Insurance Claims Need Attention [[Details](#)]
- ❏ Medicaid Claims Need Attention [[Details](#)]
- ❏ Pending Medicaid Claims [[Details](#)]

KIDS Billing

All entered KIDS billing has been submitted and processed. View the status here: [View Status](#)

In-Process Claims Status

Source	County	Status	# Claims	Amount
NYEIS	██████	INSURANCE	4938	\$398,714.61
NYEIS	██████	MEDICAID	5606	\$397,625.77
NYEIS	██████	VOID	2	\$150.00

Payment Profile

	Submitted	Paid	Pending
Insurance	N/A	\$43,605.39	\$398,714.61
Medicaid	N/A	\$2,353,793.50	\$397,625.77
Escrow	N/A	\$2,574,628.73	\$0.00
Total	\$5,768,368.00	\$4,972,027.62	\$796,340.38

% Paid **86.19%**

% Pending **13.81%**

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Claim Research Report



Under the 'Reports' tab, click on the 5th option down: Claim Research

Note: To reset your Claim Research Report search form at any time, simply follow these steps again.

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In-Process Claims Status

Source	County	Status	# Claims
NYEIS		INSURANCE	
NYEIS		MEDICAID	
NYEIS		VOID	

Payment Profile

	Submitted	Paid
Insurance	N/A	
Medicaid	N/A	
Escrow	N/A	
Total	\$5,768,368.00	\$4,972,027.62

% Paid **86.19%**
% Pending **13.81%**

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Reports Menu:

- Child Lookup
- Claim Lookup
- Claims Awaiting EOBs
- Claims In Progress
- Claim Research**
- Claim Status
- County Fiscal/Residence Differences
- CPT Codes
- EOB Audit Status
- Escrow Checks
- File Uploads
- ICD9 Codes
- Insurance 835 Remittance Details
- Insurance Remittance Data
- Invalid Licensed Professional Data
- Invalid NPI Numbers
- Invoice Batch Statuses
- Medicaid
- Posted EOBs
- Provider Payment Profile
- Safety Net Payment



Claim Research Report



You will now see this screen.

There are now several ways to search for claims:

- Payer
- County
- Status
- Child Last Name
- Child First Name
- NYEIS Reference #
- CIN
- Authorization
- Service Date From*
- To*
- Added Date From*
- To*

*When searching Service/Added Date From or To, you do NOT have to enter both dates... one or the other is fine.



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Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To: [Search](#)

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Search by Payer



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Claim Research

Payer: aetna County: Status:
Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:
Service Date From: To: Added Date From: To: **Search**

To search by Payer, type in the Payer's name and click 'Search'.

Search by Payer



You will now see a list of all your claims by that specific Payer.

The most helpful columns on this screen are:

- Current Status: tells you the claim's status
- Provider Invoice #: The invoice you will find the claim
- Insurance Denial Code: The code explaining why the claim was denied
- Insurance Denial Source: If the denial was entered via electronic or manually





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Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:

Current Status	Child	DOB	Service Date	EI Data Source	Authorization	County	Therapist	Provider Invoice #	Patient Account Number	Last Insurance Billing Date	Insurance Denial Code	Insurance Denial Source
CLOSED			02/22/2013	NYEIS						07/05/2013		
CLOSED			06/20/2012	NYEIS						07/05/2013	- RC:	EOB
CLOSED			02/28/2013	NYEIS						07/23/2013	- RC:	EOB
CLOSED			02/12/2013	NYEIS						07/23/2013	- RC:	EOB
CLOSED			03/21/2013	NYEIS						07/05/2013		
CLOSED			03/20/2013	NYEIS						07/05/2013		
CLOSED			03/08/2013	NYEIS						07/05/2013		
CLOSED			03/06/2013	NYEIS						07/05/2013		
CLOSED			03/28/2013	NYEIS						07/05/2013		
CLOSED			03/03/2013	NYEIS						07/31/2013	A3-27:IL;	277
CLOSED			03/20/2013	NYEIS						09/17/2013	- RC:	EOB
CLOSED			03/20/2013	NYEIS						07/05/2013		
CLOSED			03/31/2013	NYEIS						07/05/2013		
CLOSED			03/05/2013	NYEIS						07/05/2013	A3-27:IL;	277

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Search by Payer



If you scroll to the right of the same screen, you will see the status of payments for the various Payers.

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Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:

Last Insurance Billing Date	Insurance Denial Code	Insurance Denial Source	Last Medicaid Billing Date	Medicaid Denial Code	Medicaid Denial Source	Insurance Paid	Medicaid Paid	Escrow Paid	Escrow Pending	Outstanding Amount	
07/05/2013						\$52.50	\$0.00	\$22.50	\$0.00	\$0.00	Billing History
07/05/2013	- RC:	EOB				\$0.00	\$0.00	\$75.00	\$0.00	\$0.00	Billing History
07/23/2013	- RC:	EOB				\$0.00	\$0.00	\$75.00	\$0.00	\$0.00	Billing History
07/23/2013	- RC:	EOB				\$0.00	\$0.00	\$75.00	\$0.00	\$0.00	Billing History
07/05/2013						\$42.00	\$0.00	\$18.00	\$0.00	\$0.00	Billing History
07/05/2013						\$52.50	\$0.00	\$22.50	\$0.00	\$0.00	Billing History
07/05/2013						\$52.50	\$0.00	\$22.50	\$0.00	\$0.00	Billing History
07/05/2013						\$52.50	\$0.00	\$22.50	\$0.00	\$0.00	Billing History
07/05/2013						\$48.00	\$0.00	\$12.00	\$0.00	\$0.00	Billing History
07/31/2013	A3-27:IL;	277		PRE APRIL 1	Other	\$0.00	\$0.00	\$75.00	\$0.00	\$0.00	Billing History
09/17/2013	- RC:	EOB				\$0.00	\$0.00	\$75.00	\$0.00	\$0.00	Billing History
07/05/2013						\$52.50	\$0.00	\$22.50	\$0.00	\$0.00	Billing History
07/05/2013						\$52.50	\$0.00	\$22.50	\$0.00	\$0.00	Billing History
07/05/2013	A3-27:IL;	277				\$0.00	\$0.00	\$75.00	\$0.00	\$0.00	Billing History

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Search Options



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Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:

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Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:

You can also search by:

- County
- Status
- NYEIS Reference #
- CIN
- Authorization

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Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:



Search by Child's Name



Home KIDS Billing ▶ Claiming ▶ Maintenance ▶ Reports ▶ Help ▶ Account ▶

Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authoriz:

Service Date From: To: Added Date From: To:

You can search by the child's First OR Last name, or both.

It will take you to this screen. Click on the 'Medicaid Eligibility Tab'.



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Details for First Last

Child Info Services Insurance Policies **Medicaid Eligibility** Claims

Last Name: First Name: MI: DOB: CIN: CIN Confirmed:

AKA Last Name: AKA First Name: Sex: Race: Origin: EC Ref Date:

Mom Name:

Mom DOB: Number: PO Box: Street: Apartment: Phone1:

Phone2:

Address1: Address2: City: State: Zip:

Eligibility Inquiry Sent: NYEIS Child Reference Number: Data Source:

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Medicaid Eligibility



You will then see this screen.

This screen contains Medicaid Eligibility for the child you selected.

The last date this information was updated can be found at the top of the screen.

** This information is updated once a month **

If the child has other insurance besides Medicaid, you will see it listed here.

** In this example, the child does not have other insurance. **

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Details for First Last

Child Info Services Insurance Policies **Medicaid Eligibility** Claims

Using Service Date: 8/1/2013 Updated: 11/22/2013

CIN: ZZ00000Z Plan Date: 8/1/2013
Name: First Anniversary: 12/1/2012
Last Recert Month: 07
DOB: 01/01/0000 County/Office:
Gender: F Coverage: ELIGIBLE PCP (MMC)
Address: 123 Pretend St
BROOKLYN NY
11218

Service Date	Eligible	Date of Data	Date Sent
4/1/2013	N	11/22/2013	11/22/2013
5/1/2013	Y	11/22/2013	11/22/2013
5/4/2013	Y	5/4/2013	5/4/2013
6/1/2013	Y	11/22/2013	11/22/2013
7/1/2013	Y	11/22/2013	11/22/2013

Medicaid Managed Care Info

Plan Name: UNITED HEALTHCARE OF NY INC
Plan Code: MO
Address: 77 WATER STREET 14TH
NEW YORK NY
10005-4407
Phone:
Other Insurance
No other insurance data available.

Please Note: An ePaces logon is recommended.
You can check eligibility more frequently and more information is available (i.e.: past dates that may not be listed in EIBilling).

To get an ePaces logon, please visit:
www.emedny.org
(click on the Provider Enrollment tab)

Search by Date



Home KIDS Billing ▶ Claiming ▶ Maintenance ▶ Reports ▶ Help ▶ Account ▶

Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:

Oct		2013				
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- When searching Service/Added Date From or To, you do NOT have to enter both 'From and To' dates.
- Either one is fine.

- You can search by:
- Service Date From
 - To
 - Added Date From
 - To

Home KIDS Billing ▶ Claiming ▶ Maintenance ▶ Reports ▶ Help ▶ Account ▶

Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:

Oct		2013				
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Columns are Sortable



You will now see this screen.

You will see the number of pages of claims for the search criteria you specified.

You can see the status of the claims.

Home KIDS Billing > Claiming > Maintenance > Reports > Help > Account >

Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: 10/08/2013 To: Added Date From: To:

Current Status	Child	DOB	Service Date	EI Data Source	Authorization	County	Therapist	Provider Invoice #	Patient Account Number	Last Insurance Billing Date	Insurance Denial Code	Insurance Denial Source
1	2	3	4	5	6	7	8	9	10	...		
CLOSED			10/09/2013	NYEIS								
CLOSED			10/10/2013	NYEIS								
CLOSED			10/08/2013									
CLOSED			10/10/2013									
CLOSED			10/08/2013	CLOSED								
CLOSED			10/09/2013									

All columns are Sortable.

- If you click on the heading, it will sort in either ascending or descending order.
 - You will see an arrow pointing either up or down.

Current Status	Child	DOB	Service Date	EI Data Source	Authorization	County	Therapist	Provider Invoice #	Patient Account Number	Last Insurance Billing Date	Insurance Denial Code	Insurance Denial Source
CLOSED			10/08/2013	NYEIS								
CLOSED			10/09/2013	NYEIS								

Current Status	Child	DOB	Service Date	EI Data Source	Authorization	County	Therapist	Provider Invoice #	Patient Account Number	Last Insurance Billing Date	Insurance Denial Code	Insurance Denial Source
MEDICAID			10/10/2013	NYEIS								
MEDICAID			10/10/2013	NYEIS								

Columns with Links



Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:

Current Status	Child	DOB	Service Date	EI Data Source	Authorization	County	Therapist	Provider Invoice #	Patient Account Number	Last Insurance Billing Date	Insurance Denial Code	Insurance Denial Source
MEDICAID	Last, First		10/10/2013	NYEIS				12345				

There are 3 columns that include links you can use to find more information.

Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:

Current Status	Child	DOB	Service Date	EI Data Source	Authorization	County	Therapist	Provider Invoice #	Patient Account Number
MEDICAID	Last, First		10/10/2013	NYEIS				12345	

Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:

Insurance Denial Code	Insurance Denial Source	Last Medicaid Billing Date	Medicaid Denial Code	Medicaid Denial Source	Insurance Paid	Medicaid Paid	Escrow Paid	Escrow Pending	Outstanding Amount	Link
		11/13/2013			\$0.00	\$0.00	\$0.00	\$0.00	\$75.00	Billing History



Child's Name Link



Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:

Current Status	Child	DOB	Service Date	EI Data Source	Authorization	County	Therapist	Provider Invoice #	Patient Account Number
MEDICAID	Last, First		10/10/2013	NYEIS				12345	

By clicking on the child's name, you will be brought to this screen.

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Details for First Last

Child Info Services Insurance Policies **Medicaid Eligibility** Claims

Last Name: First Name: MI: DOB: CIN: CIN Confirmed:

AKA Last Name: AKA First Name: Sex: Race: Origin: EC Ref Date:

Mom Name:

Mom DOB: Number: PO Box: Street: Apartment: Phone1:

Phone2:

Address1: Address2: City: State: Zip:

123 Pretend St Brooklyn NY 11218

Eligibility Inquiry Sent: NYEIS Child Reference Number: Data Source:

11/22/2013 654321 NYEIS

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Provider Invoice Link



Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:

Current Status	Child	DOB	Service Date	EI Data Source	Authorization	County	Therapist	Provider Invoice #	Patient Account Number	Last Insurance Billing Date	Insurance Denial Code	Insurar Denial Source
MEDICAID	Last First		10/10/2013	NYEIS				12345				

By clicking on the Provider Invoice #, you will be brought to this screen.

This screen will show you every entry for that specific patient on that specific invoice #.

Invoice Batch Details

Child	DOB	CIN	Amount Billed	Current Status	Insurance Paid	Medicaid Paid	Escrow Paid	Service Date	Service Type	Service Categor
			\$75.00	CLOSED	\$0.00	\$0.00	\$75.00	02/28/2013	Physical Thr	General Service
			\$75.00	CLOSED	\$0.00	\$0.00	\$75.00	07/09/2013	Occupatnl Thr	General Service
			\$75.00	CLOSED	\$0.00	\$0.00	\$75.00	07/08/2013	Occupatnl Thr	General Service

Billing History Link



Claim Research

Payer: County: Status:
 Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:
 Service Date From: To: Added Date From: To:

Last Insurance Billing Date	Insurance Denial Code	Insurance Denial Source	Last Medicaid Billing Date	Medicaid Denial Code	Medicaid Denial Source	Insurance Paid	Medicaid Paid	Escrow Paid	Escrow Pending	Outstanding Amount	
			11/13/2013			\$0.00	\$0.00	\$0.00	\$0.00	\$75.00	Billing History

By clicking on the Billing History link, you will be brought to this screen.

This screen will show you which Payers have been billed, what day they were billed, if it paid or was denied, and the check or EFT #.

Billing History

Child: DOB: CIN: EI Data Source:
 Therapist: NPI:
 Authorization Number: From Date: To Date: Service Category: Service Type:
 Procedure Code: Invoice Number: Service Date: Current Status:

Payment Source	Status	Billed Electronically?	Date Billed	Response Date	Amount Billed	Amount Paid	Check Number	Check Date	CPT Code	ICD9 Diagnosis Code
MEDICAID	RESUBMIT	Yes	11/13/2013	11/18/2013	\$75.00				97110	741.00
MEDICAID	NEEDS ATTENTION				\$75.00				97110	741.00



Export to Excel



Claim Research

Payer: County:

Child Last Name: Child First Name:

Service Date From: To:

Current Status	Child	DOB	Service Date
CLOSED	[REDACTED]	[REDACTED]	10/09/2013
CLOSED	[REDACTED]	[REDACTED]	10/10/2013
CLOSED	[REDACTED]	[REDACTED]	10/08/2013
CLOSED	[REDACTED]	[REDACTED]	10/10/2013
CLOSED	[REDACTED]	[REDACTED]	10/08/2013
CLOSED	[REDACTED]	[REDACTED]	10/09/2013
CLOSED	[REDACTED]	[REDACTED]	10/08/2013
CLOSED	[REDACTED]	[REDACTED]	10/08/2013
CLOSED	[REDACTED]	[REDACTED]	10/11/2013
CLOSED	[REDACTED]	[REDACTED]	10/09/2013
CLOSED	[REDACTED]	[REDACTED]	10/11/2013
CLOSED	[REDACTED]	[REDACTED]	10/08/2013
CLOSED	[REDACTED]	[REDACTED]	10/10/2013

Excel

Files can be exported to Excel by clicking this button.



Excel

ClaimResearch (1).xls

Open
Always open files of this type
Show in folder
Cancel

The data will be exported. Click on the arrow and choose which option you want from the menu.

Export to Excel



After choosing 'Open' or 'Save', your Excel Spreadsheet will open.

Important: Even though columns are SORTABLE, they will be EXPORTED based on the first column, 'Current Status'.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	
1	Current St	Child Nam	DOB	Service Da	EI Data	Sc	Authorizati	County	Provider	Therapist	Invoice Num	Patient Ac	Last Insur	Insurance	Insurance	Last Medic	Medicaid C	Medicaid C	Insurance	Medicaid F	Escrow Pe	Escrow Pe	Outstanding	Amount
2	CLOSED		8/17/2	10/9/2013	NYEIS													\$0.00	\$0.00	\$75.00	\$0.00	\$0.00	\$0.00	
3	CLOSED		8/17/2	10/10/2013	NYEIS													\$0.00	\$0.00	\$75.00	\$0.00	\$0.00	\$0.00	
4	CLOSED		11/7/2	10/10/2013	NYEIS											11/13/2013		\$0.00	\$75.00	\$0.00	\$0.00	\$0.00		
5	CLOSED		1/28/2	10/8/2013	NYEIS											11/12/2013		\$0.00	\$64.00	\$0.00	\$0.00	\$0.00		
6	CLOSED		6/27/2	10/11/2013	NYEIS													\$0.00	\$0.00	\$75.00	\$0.00	\$0.00		
7	CLOSED		6/27/2	10/10/2013	NYEIS													\$0.00	\$0.00	\$75.00	\$0.00	\$0.00		
8	CLOSED		6/2/20	10/8/2013	NYEIS													\$0.00	\$0.00	\$75.00	\$0.00	\$0.00		
9	CLOSED		5/27/2	10/9/2013	NYEIS											11/12/2013		\$0.00	\$75.00	\$0.00	\$0.00	\$0.00		
10	CLOSED		5/27/2	10/8/2013	NYEIS											11/12/2013		\$0.00	\$75.00	\$0.00	\$0.00	\$0.00		
11	CLOSED		8/17/2	10/8/2013	NYEIS													\$0.00	\$0.00	\$75.00	\$0.00	\$0.00		
12	CLOSED		12/13/	10/9/2013	NYEIS													\$0.00	\$0.00	\$75.00	\$0.00	\$0.00		
13	MEDICAID		2/5/20	10/8/2013	NYEIS											11/13/2013		\$0.00	\$0.00	\$0.00	\$0.00	\$75.00		
14	MEDICAID		2/5/20	10/8/2013	NYEIS											11/13/2013		\$0.00	\$0.00	\$0.00	\$0.00	\$75.00		
15	CLOSED		9/24/2	10/10/2013	NYEIS													\$0.00	\$0.00	\$75.00	\$0.00	\$0.00		

Summary



The Claim Research Report will:

- Provide new and enhanced functionality for providers
- Allow providers greater flexibility with working claims from multiple levels
- Providers will be able to quickly retrieve, sort, and export relevant data to efficiently review their claims in the EIBilling Portal.

For further assistance, please contact the Customer Service Center at:
1-866-315-3747

Or email the Training Team at:
nyeitraining@pcgus.com



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Claim Research

Payer: County: Status:

Child Last Name: Child First Name: NYEIS Reference #: CIN: Authorization:

Service Date From: To: Added Date From: To:

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