

View Claim Status/Submit Corrected Claims Online

sentarahealthplans.com/providers

1. Sign in to Provider Connection by clicking on **Sign In/Register**.
2. Once in Provider Connection, select **Medical Claims**.
3. Create a **Member Search** by member ID or member name.
4. A list of claims for the member will be pulled up.
5. **Select the claim** to be corrected for the member.
6. **View claim details** for the claim to be corrected. At the bottom of the claim selected, you will see, "Need to correct this claim? [Correct Claim](#)." **Click on Correct Claim.**

Please Note: Behavioral health claims cannot be corrected online; they must be mailed.

7. **Begin correcting the claim** by selecting the **Inquiry Reason** and adding any remarks. Corrections can only be made for changing CPT, Diagnosis, Taxonomy, Correct Charges, Quantity, Place of Service, and Other.

Please Note: If the Inquiry Reason you select is **Other**, you must enter Provider Remarks in this section. Selecting **Other** will take you through a paper-based reconsideration process, while selecting any other **Inquiry Reason** button will take you through an electronic submission process. Electronic submission will allow for provider notes if entered in the Provider Remarks (limited to 80 characters).

8. Make changes as needed on the electronic claim and select **Continue**.

Please Note: If selecting **Other**, the paper-based reconsideration process must be followed. Claims submitted with medical records must be mailed.

When submitting paper claims, add Reconsideration or Corrected Claim in box 19 and include the original claim number.

9. When claim is complete, select **Continue**.

10. Select **Yes** when ready to submit.

Claim reconsiderations that require medical records and behavioral health reconsiderations must fill out the Reconsideration Form on the website.

Mail to:

Medical Claims:

PO Box 8203
Kingston, NY 12402-8203

Behavioral Health:

PO Box 8204
Kingston, NY 12402-8204

Facilities/Providers with EPIC Access place this in the Comment Box as well as make reference to the original claim to be considered.

