

PROVIDER BULLETIN

Claims Status Results Line

The IVR is available 24 hours a day / 7 days a week! Health Care District of Palm Beach County and Healthy Palm Beaches has established an automated Claims status results line. To access the automated services, providers will follow the steps below:

Step 1: Call Customer Service 1-866-930-0035 (561-659-0035)

Step 2: Enter your Provider Tax ID

Step 3: Select 1 for eligibility
Select 3 for claims

Step 4: (for claim status)

- Enter claim number; OR
- Enter the following to locate the claim:
 - member information
 - Social Security No
 - Medicaid ID
 - Member ID
 - Enter the date of service
 - Enter the billed amount

- Results:**
- Claim not on file (the claim could be in inventory)
 - Multiple claims were identified
 - Speak with a Customer Service Representative
 - **Claim located- the following will be provided:**
 - Claim number
 - Check date
 - Amount paid
 - Check number

There are no limits on the number of claims status' per call. You will have an option to speak with a Customer Service Representative during your call during core operating hours Monday – Friday 8:00 a.m. – 7:00 p.m.

**Please contact Customer Service with any questions:
Customer Service 1-866-930-0035**