

HOW TO CHECK THE STATUS OF A CLAIM ONLINE

'Ohana Health Plan encourages you to check the status of your claims via online oursecure Web site at www.ohanahealthplan.com. As a registered user, you have immediate access to all pertinent information regarding your submitted claims. This valuable online feature provides useful information on demand while saving you time.

Log in and simply follow the steps below. If you have any questions, please contact your Provider Relations representative.

Step 1

For the **Find by** menu, filter your search criteria by **Provider ID**, **Member ID** or **Claim Number**.

Step 2

In the **Provider ID | Member ID | Claim Number** box (depending on the option chosen in Step 1), enter the appropriate number.

Please note that you can click **Lookup Provider** or **Lookup Member** if you do not know the ID number.

Step 3

For **Service Date**:

Select one of the following date ranges from the **Within** drop-down box:

- Last day
- Last 2 days
- Last week
- Last 2 weeks
- Last month

OR

Enter any 30-day date range in the **From** option.

Step 4

Click the **Check Claim Status** button.

The claim results are displayed at the bottom of the screen.

Please note that, in addition to checking claims status, you can also submit a new claim or resubmit a corrected claim via the Web. Simply select the appropriate link under Claims.



Check the status of your claims
via our secure Web site.

Member / Provider Secure Sign-In: ?

Username

Password

Login

Forgot Your Password?
Not Registered? Sign Up Here

Claims ?

Check Claims Status

*Required

*Find by:

Provider ID:

Lookup Provider

*Service Date:

Within:

From:

Check Claim Status

Submit New Claim
Resubmit Corrected Claim

Please see the Provider Manual
for additional information.
Visit our Web site at
www.ohanahealthplan.com
for regular updates.

