Updated requirement to use Security Provider Portal for claims information

Effective immediately Security will require all providers to use the Provider Portal as their initial contact to answer questions related to claims. If you need to obtain access to the portal, please view the Provider Access Request form available on Security public website or outreach to the Security's Provider Network Management Team.

The Security Health Plan Provider Portal features:

- Training Videos (These are available on the home page under Settings)
- Member eligibility and other insurance information for COB
- Specific benefits
- Prior authorization submissions and status checks
- Claim detail information including status, payment date and amount, denial reason, etc.
- Provider statement details

To locate claims on the Provider Portal, follow these simple steps:

- Sign into the Provider Portal (If you do not have access, please contact your Organizational Administrator for the practice.)
- Choose Claims
- Search by Security claim number, patient control number or date of service *(Searching by date of service also allows you to pick product name and status to refine your search*
- Once you locate the claim, it will provide basic information such as claim number, member name, service from and through dates, rendering provider, status, product line and billed amount.
- To view further details, click "View detail" to access the following:
    - Status of the claim
    - Date the claim was received
    - Date the claim was last adjudicated or date it was finalized
    - EFT/Check #
    - Date of service
    - CPT/HCPCS code
    - Service code description
    - Billed amount
    - Amounts denied as provider responsibility (CO or OA)

- Amounts denied as member responsibility (PR)
- ANSI Codes – TIP: Hover over the ANSI code to get the description of the ANSI
- Security uses X12 standard claim adjustment reason codes and remittance advice remark codes
- Paid Amount
- Link to Provider Statement/Remittance Advice for the claim
    - If you want to see all Provider Statements, click ‘Communications’ then ‘Provider Statements’