



March 20, 2018

Check the status of claims via our HealthTrio Provider Portal

You may check the status of claims yourself through our online HealthTrio provider portal by logging in with your secure login and password. [Click here to access the portal](#). Please use the secure online portal to check the status of claims that are less than 90 days old, and if you want to check the status of more than three claims at one time.

Although we're currently experiencing high call volume on our provider call-in line, you have the option of submitting a list of claims that require further research; they'll be sent back once the review has been completed.

Please note: We are currently experiencing a five week turnaround for processing COB (coordination of benefit) claims due to high claim volume. If you see your claim pending on our provider portal, please do not resubmit the claim as this will further delay processing. Know that we are working diligently to process your claim as soon as possible.

Remember, our [online HealthTrio provider portal](#) is here to save you time. In addition to checking claims status, your login and password allow you to conduct a variety of administrative functions, including checking member eligibility, submitting prior authorization requests and requesting reports.