Job Aid

Treatment History Navigation and Search

The following provides a step-by-step walk-through of how to navigate to and search the Treatment History page in the Provider portal.

The following figures are included: Figure 1: Provider Portal Home, Figure 2: Eligibility page, Figure 3: Treatment History page, Figure 4: Medical Search, Figure 5: Medical Search Results, Figure 6: Vision Search, Figure 7: Vision Search Results, Figure 8: Dental Search, **Error! Reference source not found.**, and Figure 10: Dental Treatment Details.

Treatment History Navigation

Login to the Provider Portal. Once you have logged in start at the home page.

Figure 1: Provider Portal Home shows the Portal Home page. To locate the Treatment History page, click the Eligibility tab.

Figure 1: Provider Portal Home

Figure 2: Eligibility page displays the Eligibility page. There are two places you can click to get to the Treatment History Search page. Click one of the two.

Figure 2: Eligibility page

Figure 3: Treatment History page displays the Search Treatment History page. From here you can complete searches using the Medical and dental tabs.

Note: This page will automatically display with the medical tab selected. To search for a Dental claim record, select the Dental tab.

*Note: This search feature only retrieves **PAID** claim records for a particular Member ID as of the timeframe submitted.*

Figure 3: Treatment History page

Medical Search

Figure 4: Medical Search shows the search criteria used to complete a search for a Medical Claim using Revenue as the Procedure Code Type.

1. Enter a Member ID.

2. Check the Lifetime box.

3. Click the dropdown and select Revenue for the Procedure Code Type.

   a. Note: The two options are CPT/HCPCS or Revenue.

4. Enter Procedure Code 300.

   a. Note: If you do not remember the whole code, type the first two digits of the code. The system will generate the codes that match below for you to select from.

5. Once all search criteria are entered click Search.
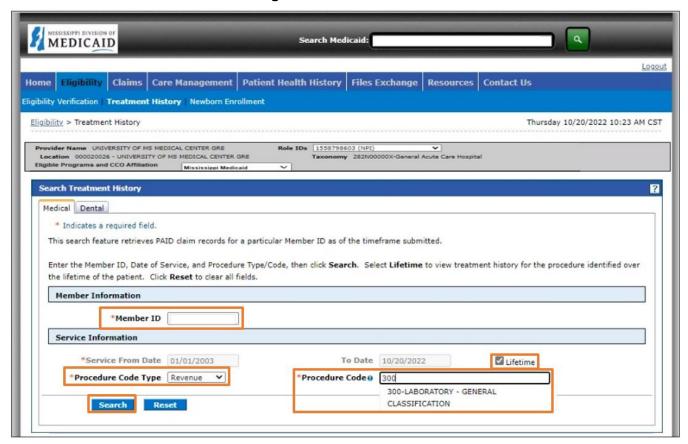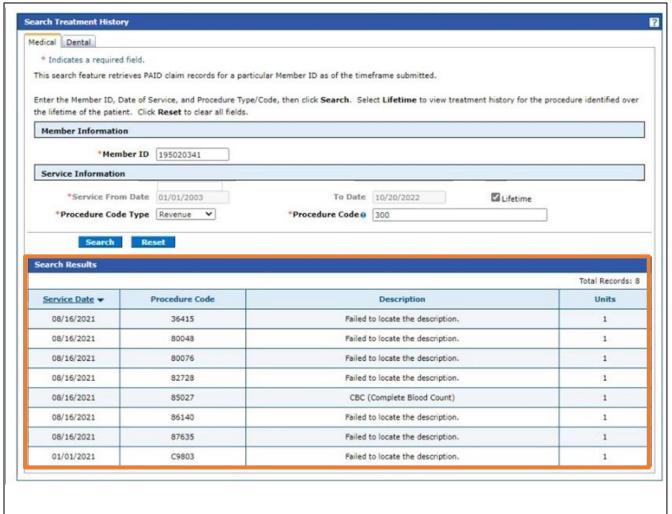
Figure 4: Medical Search

Figure 5: Medical Search Results displays the Search Results panel for the Medical search you completed.

5: Medical Search Results

Vision Search

Figure 6: Vision Search shows the search criteria used to complete a search for a Vision Claim using the Medical tab.

1. Enter a Member ID.

2. Check the Lifetime box.

3. Click the dropdown and select CPT/HCPCS for the Procedure Code Type.

    a. Note: The two options are CPT/HCPCS or Revenue.

4. Enter Procedure Code V2020.

    a. Note: If you do not remember the whole code, type the first two digits of the code. The system will generate the codes that match below for you to select from.

5. Once all search criteria are entered click Search.
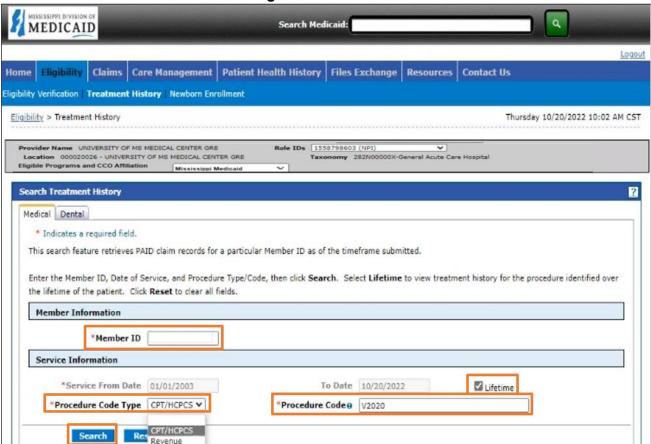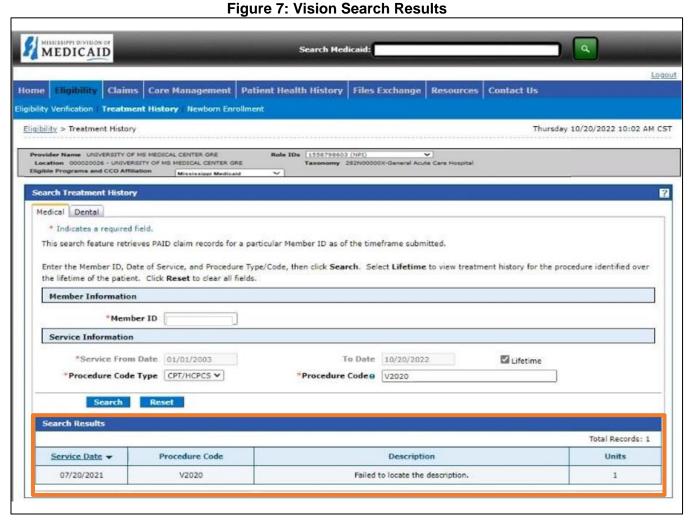
Figure 6: Vision Search

Figure 7: Vision Search Results display the Search Results panel for the search you completed.
Figure 7: Vision Search Results

Dental Search

Figure 8: Dental Search displays the dental tab selected and the search criteria for a dental search.

1. Enter a Member ID.

2. Click the Date of Service dropdown and select Lifetime.

3. Click the Tooth #/Letter dropdown and select Any Tooth.

4. Once all search criteria are entered click Search.
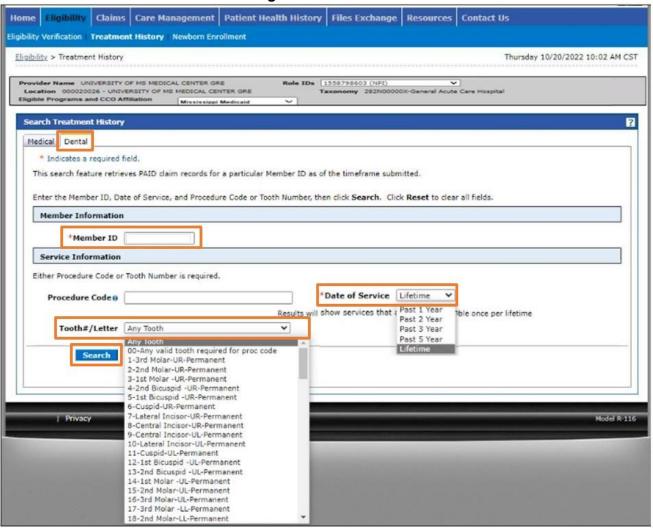
Figure 8: Dental Search

Figure 9: Dental Search Results displays the Search Results panel for the Dental search you completed.

To view more information on the Treatment Details, click the procedure code hyperlink.
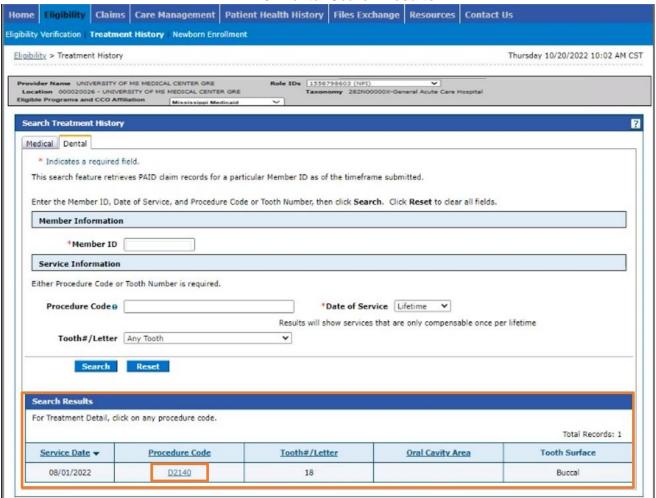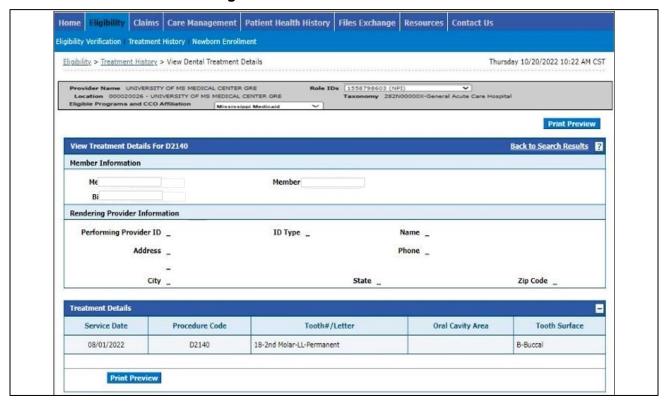
9: Dental Search Results

Figure 10: Dental Treatment Details displays the View Dental Treatment Details page. This page displays the Member Information and the Rendering Provider Information.

Figure 10: Dental Treatment Details

Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
1.0	10/21/2022	Gainwell	Initial publication
1.1	05/30/2023	Gainwell	Updated per CR1925