

Job Aid

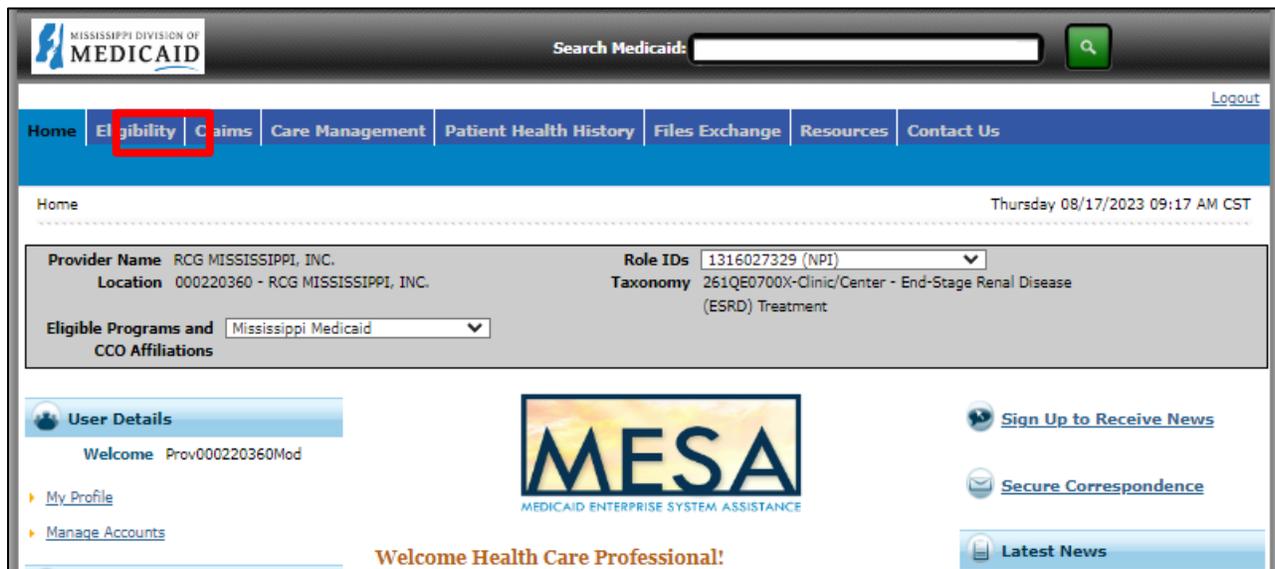
PRP-101 Provider Portal Treatment History Navigation and Search

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

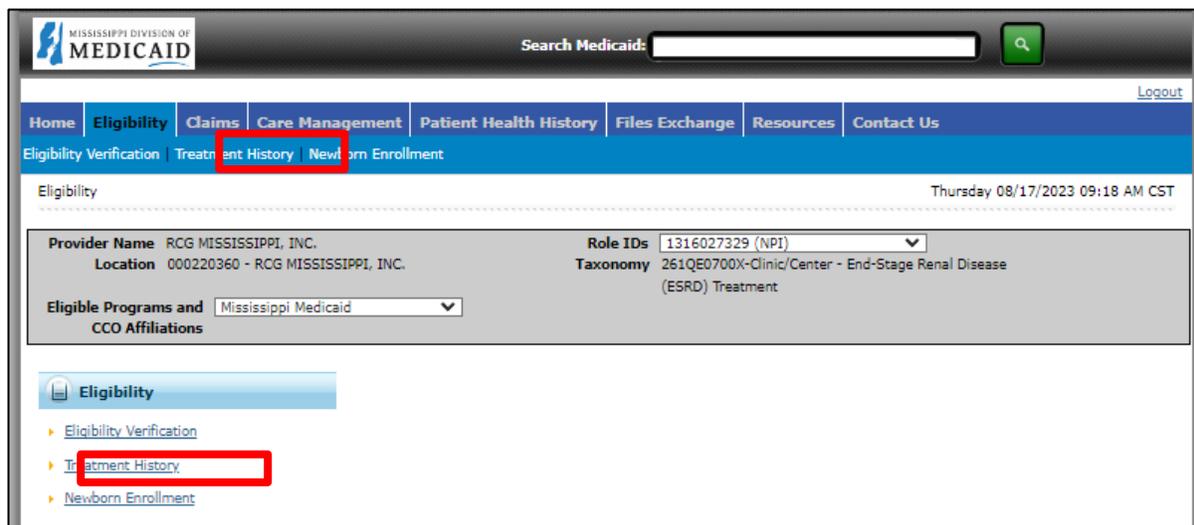
Treatment history provides details of paid procedures during a specific time frame for a specific member.

Treatment History Navigation

1. Login to the Provider Portal and select the **Eligibility** tab.



2. There are two options to get to the Treatment History page. Either select **Treatment History** in the tool bar or select the **Treatment History** hyperlink.



Search by using either the Medical or Dental Tab. The Medical tab is utilized for Vision codes as well.

*Reminder: the search only retrieves **PAID** claim records for a particular Member ID for the timeframe submitted.*

Search Treatment History ?

Medical **Dental**

* Indicates a required field.

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

Enter the Member ID, Date of Service, and Procedure Type/Code, then click **Search**. Select **Lifetime** to view treatment history for the procedure identified over the lifetime of the patient. Click **Reset** to clear all fields.

Member Information

*Member ID

Service Information

*Service From Date **To Date** Lifetime

*Procedure Code Type *Procedure Code

Search **Reset**

Medical Search

Select the Medical Tab to search Revenue or Procedure Codes that have been billed for a specific member during a specific timeframe.

1. Enter the **Member ID**.
2. Enter the **Service From Date** and **To Date** or select **Lifetime**. This example has Lifetime selected.
3. Select the **Procedure Code Type** dropdown and select **Revenue** or **CPT/HCPCS Code**.
4. Enter the specific code.

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

5. Select **Search**.

Search Treatment History

Medical **Dental**

* Indicates a required field.

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

Enter the Member ID, Date of Service, and Procedure Type/Code, then click **Search**. Select **Lifetime** to view treatment history for the procedure identified over the lifetime of the patient. Click **Reset** to clear all fields.

Member Information

*Member ID

Service Information

*Service From Date To Date Lifetime

*Procedure Code Type *Procedure Code

Search Results produced based on the data entered in your search that includes the Service Date, Procedure Code, Description and Units.

Search Treatment History

Medical **Dental**

* Indicates a required field.

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

Enter the Member ID, Date of Service, and Procedure Type/Code, then click **Search**. Select **Lifetime** to view treatment history for the procedure identified over the lifetime of the patient. Click **Reset** to clear all fields.

Member Information

*Member ID

Service Information

*Service From Date To Date Lifetime

*Procedure Code Type *Procedure Code

Search Results Total Records: 6

Service Date ▼	Procedure Code	Description	Units
08/27/2022	36415	ROUTINE VENIPUNCTURE	1
07/07/2022	36415	ROUTINE VENIPUNCTURE	1
07/01/2022	36415	ROUTINE VENIPUNCTURE	1
03/21/2022	36415	ROUTINE VENIPUNCTURE	1
01/27/2022	36415	ROUTINE VENIPUNCTURE	1
12/29/2021	36415	ROUTINE VENIPUNCTURE	1

Vision Search

Select the **Medical tab** to search a vision procedure code that has been billed for the member.

1. Enter the **Member ID**.
2. Enter the **Service From Date** and **To Date** or you can select **Lifetime**.
3. Select the **Procedure Code Type** drop down and choose either **CPT/HCPCS** or **Revenue**.
4. Enter the specific code you are searching for.

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

5. Select **Search**.

Search Treatment History

Medical **Dental**

* Indicates a required field.

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

Enter the Member ID, Date of Service, and Procedure Type/Code, then click **Search**. Select **Lifetime** to view treatment history for the procedure identified over the lifetime of the patient. Click **Reset** to clear all fields.

Member Information

*Member ID

Service Information

*Service From Date To Date Lifetime

*Procedure Code Type **CPT/HCPCS** *Procedure Code

Search **Reset**

V2020-VISION SVCS FRAMES PURCHASES
 V2025-EYEGLASSES DELUX FRAMES
 V2030-FRAMES, REPAIR OR PART REPLACEMENT
 V2035-FRAMES, (DESPENSING FEE)
 V2100-LENS SPHER SINGLE PLANO 4.00
 V2101-SINGLE VISN SPHERE 4.12-7.00
 V2102-SINGL VISN SPHERE 7.12-20.00
 V2103-SPHEROCYLINDR 4.00D/12-2.00D
 V2104-SPHEROCYLINDR 4.00D/2.12-4D
 V2105-SPHEROCYLINDR 4.00D/4.25-6D
 *** 138 matches were found. Select entry to refine the search. ***

Search results based on the criteria entered. Since “Lifetime” was selected there was no date entered in the service date field. This shows each time CPT code V2020 was billed for a specific member.

Search Treatment History
?

Medical
Dental

* Indicates a required field.

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

Enter the Member ID, Date of Service, and Procedure Type/Code, then click **Search**. Select **Lifetime** to view treatment history for the procedure identified over the lifetime of the patient. Click **Reset** to clear all fields.

Member Information

*Member ID

Service Information

*Service From Date

*Procedure Code Type

To Date Lifetime

*Procedure Code

Search
Reset

Search Results
Total Records: 2

Service Date ▼	Procedure Code	Description	Units
01/17/2022	V2020	VISION SVCS FRAMES PURCHASES	1
12/28/2021	V2020	VISION SVCS FRAMES PURCHASES	1

Dental Search

Select the **Dental** tab to search dental procedures that have been billed.

1. Enter the **Member ID**.
2. Select the **Date of Service** dropdown and select the appropriate option **Past 1 year, 2 year, 3 year, 5 year or Lifetime**.
3. Select the **Tooth #/Letter** dropdown and select the **desired tooth** or **Any Tooth**.
4. Select **Search**.

Search Treatment History

Medical **Dental**

* Indicates a required field.

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

Enter the Member ID, Date of Service, and Procedure Code or Tooth Number, then click **Search**. Click **Reset** to clear all fields.

Member Information

*Member ID

Service Information

Either Procedure Code or Tooth Number is required.

Procedure Code *Date of Service

Tooth#/Letter

Search

00-Any valid tooth required for proc code
1-3rd Molar-UR-Permanent
2-2nd Molar-UR-Permanent
3-1st Molar -UR-Permanent
4-2nd Bicuspid -UR-Permanent
5-1st Bicuspid -UR-Permanent
6-Cuspid-UR-Permanent
7-Lateral Incisor-UR-Permanent
8-Central Incisor-UR-Permanent
9-Central Incisor-UL-Permanent
10-Lateral Incisor-UL-Permanent
11-Cuspid-UL-Permanent
12-1st Bicuspid -UL-Permanent
13-2nd Bicuspid -UL-Permanent
14-1st Molar -UL-Permanent
15-2nd Molar-UL-Permanent
16-3rd Molar-UL-Permanent
17-3rd Molar -LL-Permanent
18-2nd Molar-LL-Permanent

Privacy Model R-159

Search results displays Service Date, Procedure Code, Tooth #, Oral Cavity Area and Tooth Surface based on the Dental search you completed.

Search Treatment History

Medical
Dental

* Indicates a required field.

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

Enter the Member ID, Date of Service, and Procedure Code or Tooth Number, then click **Search**. Click **Reset** to clear all fields.

Member Information

*Member ID

Service Information

Either Procedure Code or Tooth Number is required.

Procedure Code *Date of Service

Results will show services that are only compensable once per lifetime

Tooth#/Letter

Search
Reset

Search Results

For Treatment Detail, click on any procedure code.

Total Records: 3

Service Date ▼	Procedure Code	Tooth#/Letter	Oral Cavity Area	Tooth Surface
08/23/2022	D2140	31	40	Buccal
01/18/2022	D2140	18	30	Buccal
01/18/2022	D2140	14	20	Occlusal

To view more information on the Treatment Details, select the procedure code hyperlink in the Procedure Code field.

This page displays the Member Information and the Rendering Provider Information related to that billed CPT code.

View Treatment Details For D2140 [Back to Search Results](#)

Member Information

Member ID 105553518 **Member** MARY D ELMORE
Birth Date 09/03/2006

Rendering Provider Information

Performing Provider ID 1811987258 **ID Type** NPI **Name** VINCENT H COPELAND
Address 1041 HIGHWAY 61 S STE 5 **Phone** 1-662-363-2663
City TUNICA **State** Mississippi **Zip Code** 38676-9130

Treatment Details

Service Date	Procedure Code	Tooth#/Letter	Oral Cavity Area	Tooth Surface
08/23/2022	D2140	31-2nd Molar-LR-Permanent	40-LOWER RIGHT QUADRANT	B-Buccal

Print Preview

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
1.2	07/31/2023	Gainwell	Updated per CR1900
1.3	08/17/2023	Gainwell	Updated based on review of JA
1.4	08/23/2023	Gainwell	Technical Writer Review