

CHECK CLAIM STATUS OR VIEW EOB INFORMATION



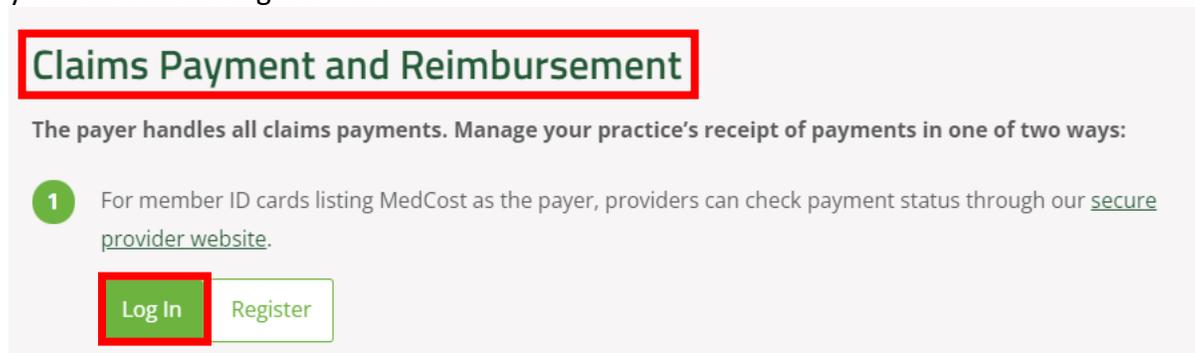
Step 1:

Visit our website at www.MedCost.com. Hover over **Log in** and select **Provider Login** from the dropdown menu.



Step 2:

Scroll to the **Claims Payment and Reimbursement** section of the Provider Login page, and select “**Log In**” if you have an existing account.



Step 3:

Login

Username

Password

SUBMIT

[Forgot your username or password?](#)

Welcome to the MedCost Provider Portal, where you can:

- View claim status (search by claim number, patient name, or date range)
- Verify member eligibility
- Display benefit plan details
- Contact customer service

And, there's more! Log in now to experience all of our online provider services.

Enter your Username & Password & select **Submit**.

Step 4:

Welcome to the MedCost Provider Portal



Quick Links

[Medical Policies](#)

[News and Bulletins](#)

[Contact Customer Service](#)

[Frequently Asked Questions](#)

You are now logged into our website where you can view Claim Status, as well as retrieve EOBs. Select **Claims & Payment**.

Step 5:

Select Provider:

Claims

Claim Status Definitions

In Progress – The claim for the service/procedure has been received by MedCost Benefit Services. We are reviewing the claim to determine coverage under the patient's benefits plan.

Processed* – The claim for the service/procedure has been reviewed. "Processed" can mean any of the following: the claim has been paid, the claim needs additional information, the claim has been denied, or the claim has been applied to a deductible.

**Note: Claims are not fully processed until the applicable funds have been allocated to support payment.*

To search for a patient claim:

- Enter the Patient ID **or** enter a Claim Number. Patient ID can be either your Patient Medical Record Number or Your Patient ID Number.
- Multiple Claim Numbers can be entered. Press the 'Enter' key after each Claim Number.

| | | |
|--|--|---|
| Claim Number(s): <input type="text"/> | Patient ID <input type="text"/> | Begin Date: <input type="text" value="10/4/2021"/> |
| | Date of Birth: <input type="text"/> | End Date: <input type="text" value="1/4/2022"/> |

Enter either the MedCost Claim Number, the Patient ID from the Patient's ID Card, or the Patient Medical Record Number from the Claim, as well as the Begin and End Date and select **Search**.

Step 6:

| Claim Number | Type | Patient | Service Date | Paid Date | Claim Status | Total Charge | Paid | Provider | My Responsibility |
|--------------------------------|------|-----------------|--------------|------------|--------------|--------------|----------|------------------------------------|-------------------|
| 20111200000028 | M | PATIENT NAME | 11/15/2021 | 12/15/2021 | PROCESSED | \$250.00 | \$162.50 | NORTH CAROLINA BAPTIST HOSPITAL | \$0.00 |

Any matched claims will populate, and you can select the desired Claim Number to view the details.