

## Provider Notice

Date: **August 8, 2024**

To: **All Community Care Plan Providers**

Subject: **Enhanced Guest Claims Lookup Feature**

---

If your organization uses a third-party billing company, please advise them that as of August 5, 2024, Community Care Plan has enhanced the Guest Claims lookup feature. As a reminder, **login credentials are NOT required** to check claims status and obtain claim payment information, such as:

- Claim status.
- Claim denial reason (if denied)
- Patient total
- Net payable
- Check number/check date.
- Total check amount
- Service level claim codes **(new!)**
- Service level claim details **(new!)**
- Link to the Provider Claim Appeal Form **(new!)**

Full login credentials are required to use the electronic claim appeal/claim correction functionalities in our provider portal, PlanLink, and full portal access is **only** granted to contracted providers/ vendors.

Please see the attached Guest Claims User Guide for details and share it with your third-party billing company/vendor for their reference, as needed.

If you have any questions about this notice or need further assistance, please contact Community Care Plan at [PlanLink@ccpcares.org](mailto:PlanLink@ccpcares.org).

If you have any questions, please reach out to our Provider Operations Hotline at 1 (855) 819-9506 or email us [CCP.PROVIDER@ccpcares.org](mailto:CCP.PROVIDER@ccpcares.org)

## GUEST CLAIMS LOOKUP VIA PLAN LINK PROVIDER PORTAL

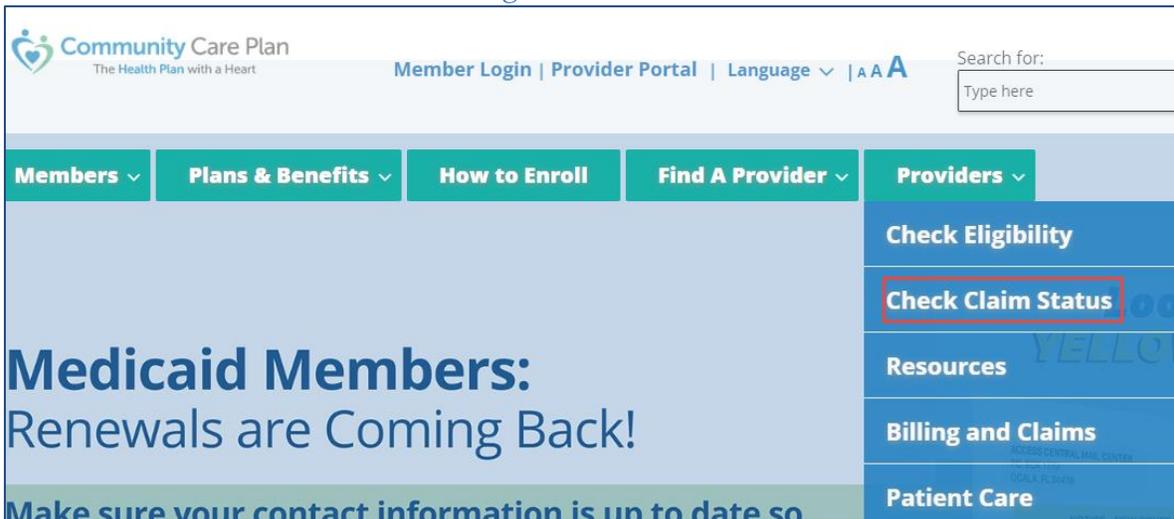
Providers who submit claims or need to verify claim status, but do not have a PlanLink user account may use Guest Claims to look up claim information such as claim status and paid amount, etc. See instructions and more details below.



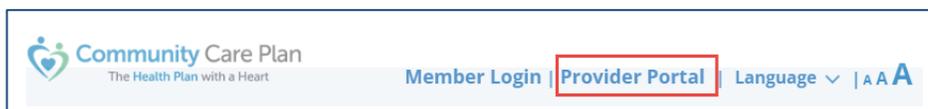
Try It Out

### Go to the PLAN LINK login page using Google Chrome

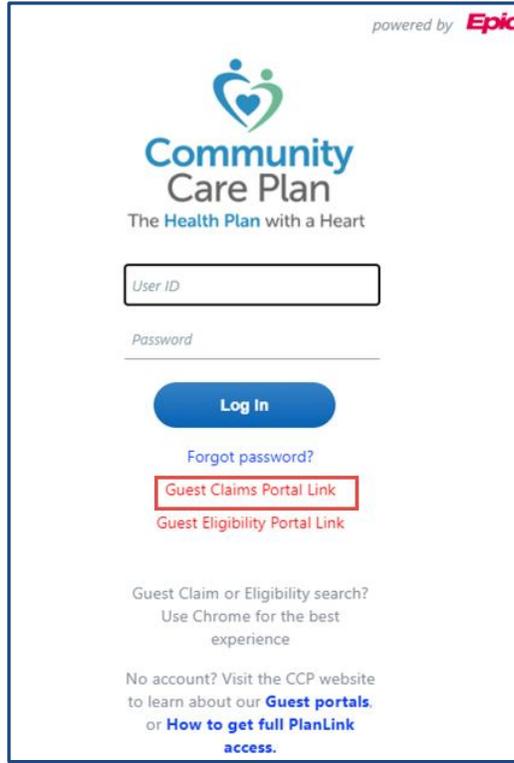
- For best experience, we highly recommend the use of **Google Chrome** as your Web browser for Guest Claims. With Chrome, authentication with reCAPTCHA will be required just once every 24 hours. (With other browsers, reCAPTCHA is required with every search.)
- Go to the CCP website [CCPcares.org](http://CCPcares.org) and select “Check Claim Status”



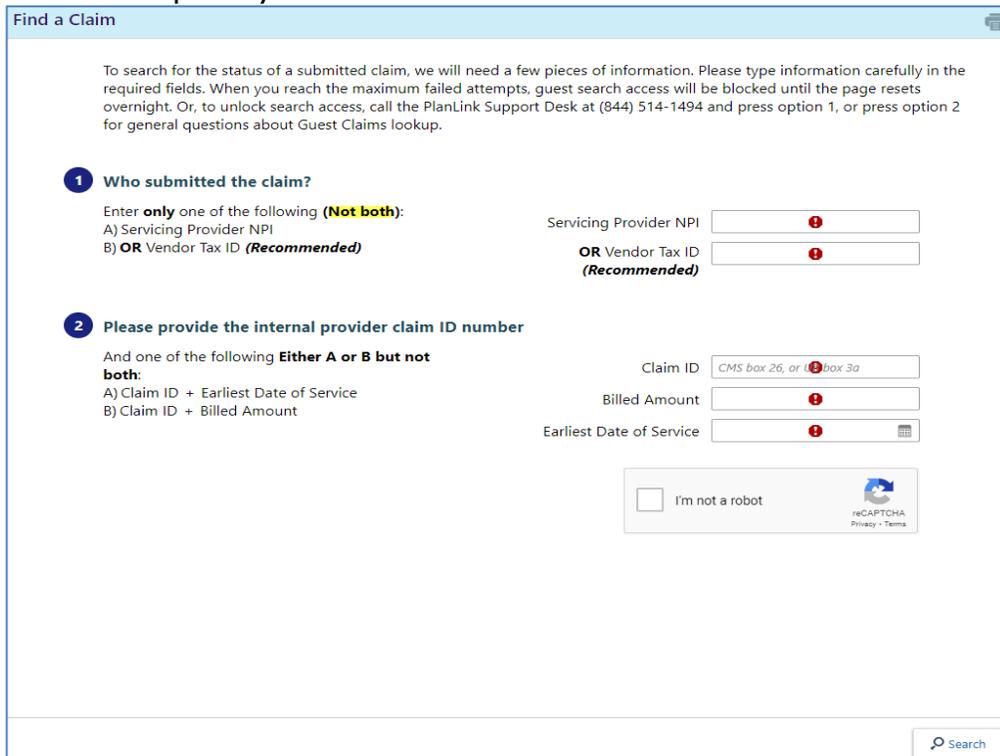
- Alternatively you can access Guest Claims from the main portal login screen:
  - Copy/paste this URL into Chrome <http://planlink.ccpcares.org/>  
or
  - Go to [CCPcares.org](http://CCPcares.org) and select “Provider Portal”



c. Then, click “**Guest Claims Portal Link**” located located under the “Log In” button:



d) The “**Find a Claim**” page will display. To check the status of a submitted claim, simply enter a few key pieces of information (as indicated in the screenshot below). Using this search tool, you can check claims that are up to 2 years old.



**Find a Claim**

To search for the status of a submitted claim, we will need a few pieces of information. Please type information carefully in the required fields. When you reach the maximum failed attempts, guest search access will be blocked until the page resets overnight. Or, to unlock search access, call the PlanLink Support Desk at (844) 514-1494 and press option 1, or press option 2 for general questions about Guest Claims lookup.

**1 Who submitted the claim?**  
Enter **only** one of the following (**Not both**):  
A) Servicing Provider NPI  
B) **OR** Vendor Tax ID (**Recommended**)

Servicing Provider NPI

**OR** Vendor Tax ID   
(**Recommended**)

**2 Please provide the internal provider claim ID number**  
And one of the following **Either A or B but not both**:  
A) Claim ID + Earliest Date of Service  
B) Claim ID + Billed Amount

Claim ID  CMS box 26, or U box 3a

Billed Amount

Earliest Date of Service

I'm not a robot 

In the first section:

- We recommend that you **enter the Tax ID ONLY**
- You must enter **one of the following (NOT both):**

Or

Servicing Provider NPI

Vendor Tax ID   
*(Recommended)*

*If you choose to enter the NPI, it should reflect the rendering provider's individual NPI.*

**Recommended**

In the second section:

- Enter the Claim ID:

Claim ID CMS box 26, or UB box 3a

- Claim ID= Patient's Account No. from box 26 on a CMS claim
- Claim ID= Pat Cntl # from box 3a on a UB claim

- Then enter **either** the Billed Amount

Billed Amount

**Or...**

The Earliest Date of Service

Earliest Date of Service

- e) Once the information has been entered, you must pass the reCAPTCHA authentication process by clicking the box "I'm not a robot." As a reminder, for best results **we recommend that you use Google Chrome as your web browser** for Guest Claim searches.

**Find a Claim**

To search for the status of a submitted claim, we will need a few pieces of information. Please type information carefully in the required fields. When you reach the maximum failed attempts, guest search access will be blocked until the page resets overnight. Or, to unlock search access, call the PlanLink Support Desk at (844) 514-1494 and press option 1, or press option 2 for general questions about Guest Claims lookup.

**Who submitted the claim?**

Enter **only** one of the following (**Not both**):

A) Servicing Provider NPI

B) **OR Vendor Tax ID (Recommended)**

Servicing Provider NPI

**OR Vendor Tax ID 666666 (Recommended)**

**Please provide the internal provider claim ID number**

And one of the following **Either A or B but not both**:

A) **Claim ID + Earliest Date of Service**

B) **Claim ID + Billed Amount**

Claim ID

Billed Amount

Earliest Date of Service

Select all squares with traffic lights

I'm not a robot

reCAPTCHA Privacy - Terms

Search

f) After being authenticated, you will see a checkmark in the reCAPTCHA field.



g) Then click “Search” on the lower right hand of the page:



h) The “**Claims Report**” will display the results of your search, which includes Claim Level and Service Level codes in the top section (when applicable), similar to below example:

Find a Claim ▶ Claims Report

To access your Remittance Advice, please log in to Availity [here](#). For information about Claim Appeals click [here](#)

Claim # [REDACTED]

Billed Amount \$ [REDACTED]  
Net Payable \$ [REDACTED]

✔ **Payment Issued**  
Claim status date: [REDACTED]

**Claim Code Descriptions**

**Service Level**

- 3M - PACKAGED

**Check Information**

| Check Number | Check Date | Paid to           | Amount        |
|--------------|------------|-------------------|---------------|
| [REDACTED]   | [REDACTED] | Vendor [REDACTED] | \$ [REDACTED] |

**Additional Information**

Claim Type  
UB

Submitted ID  
[REDACTED]

Date Received  
[REDACTED]

Service Dates  
[REDACTED]

Patient Total  
\$0.00

Vendor  
[REDACTED]

Provider  
[REDACTED]

**Services**

| # | Revenue Code\DRG                           | HCPCS   | From       | To         | Modifiers | Quantity | Billed     | Allowed    | Patient Total | Net Payable |
|---|--|---|------------|------------|-----------|----------|------------|------------|---------------|-------------|
| 1 | 0260 - IV THERAPY - GENERAL CLASSIFICATION | 96360 - PR IV INFUSION, HYDRATION, 31-60 MIN CPT®                 | [REDACTED] | [REDACTED] | -         | 1        | [REDACTED] | [REDACTED] | 0.00          | [REDACTED]  |
| 2 | 0301 - LABORATORY - CHEMISTRY              | 80053 - CHG METABOLIC PANEL, COMPREHENSIVE CPT®                   | [REDACTED] | [REDACTED] | -         | 1        | [REDACTED] | [REDACTED] | 0.00          | [REDACTED]  |
| 3 | 0301 - LABORATORY - CHEMISTRY              | 82077 - CHG ASSAY OF ALCOHOL (ETHANOL) SPEC XCP UR&BREATH IA CPT® | [REDACTED] | [REDACTED] | -         | 1        | [REDACTED] | [REDACTED] | 0.00          | [REDACTED]  |

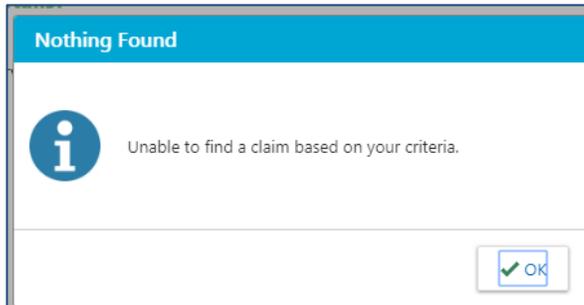
i) At the top of the page you will find links to:

- a. Availity for Remittance Advice
- b. Provider Claim Appeal Form

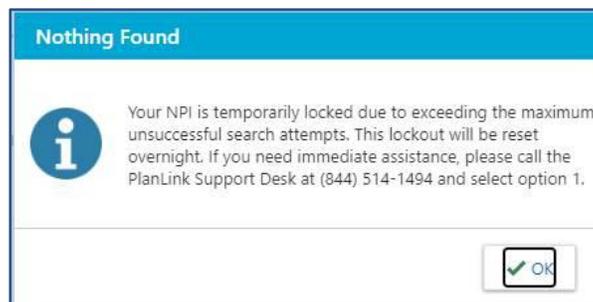
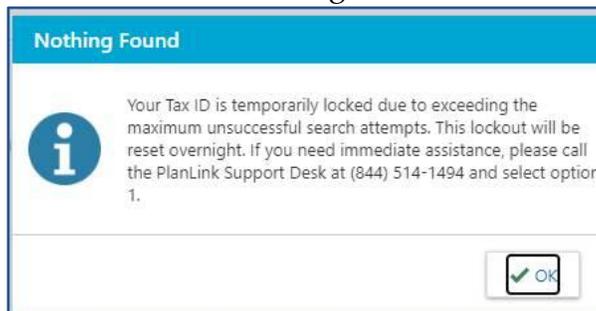
To access your Remittance Advice, please log in to Availity [here](#). For information about Claim Appeals click [here](#)

## IMPORTANT INFORMATION

If incorrect information is entered in the “**Find a Claim**” page, or if no claim in CCP’s system matches the criteria entered, you will be informed that no results matched the search process:



If you have too many **failed search attempts** using the same NPI or Tax ID, the system will block either number until the system resets overnight or an administrator reactivates them. In this circumstance, the user will see one of the following screens:



On rare occasions, the entire feature could be blocked if the maximum feature-wide failed search attempts have been exceeded. In this circumstance, the user will see the following message:

