### USING THE GHP CLAIMS INQUIRY SITE

### FOR CLAIMS INFORMATION

MARCH 2024

The Change Healthcare cybersecurity incident has temporarily affected the availability of both PDF and paper versions of Explanation of Benefits (EOB) documents for GHP participants. Many participants submit these documents for reimbursement from Flexible Spending Accounts (FSA) or Health Savings Accounts (HSA) or for out-of-pocket expenses related to the claim.

While the typical formatted EOB document is not currently available, most of the claim information it contains can still be accessed through the GHP Claims Inquiry Site.

## Information that is available online and on the EOB:

0

- · Patient name
- Claim status
- · Service dates
- Transaction number (claim number/ID)
- · Account number
- Provider/practitioner name
- · Service description
- · Billed amount
- · Amount paid by NTCA (discount)
- · Amount paid to the provider, if applicable

## Information that is *not* available online and on the EOB:

- · Participant birthdate
- · Relationship to participant
- · Claim appeal information

Follow the instructions below to retrieve claim information online.

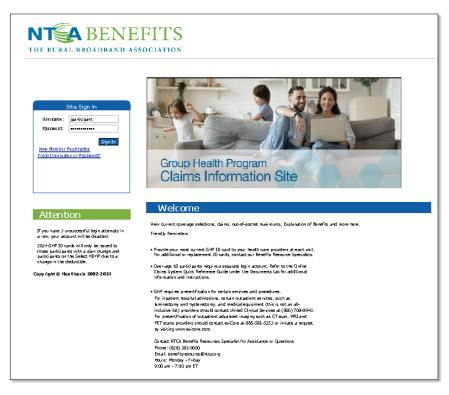


# LOG IN TO THE GHP CLAIMS INQUIRY SITE

- Navigate to ntca.org/ MyGHPClaims
- Enter your Username and Password to access your account

#### TIPS:

- If you have not registered for an account, use the New Member Registration Link.
- Likewise, use the Forgot
   Username or Password link
   if you do not remember
   your credentials.







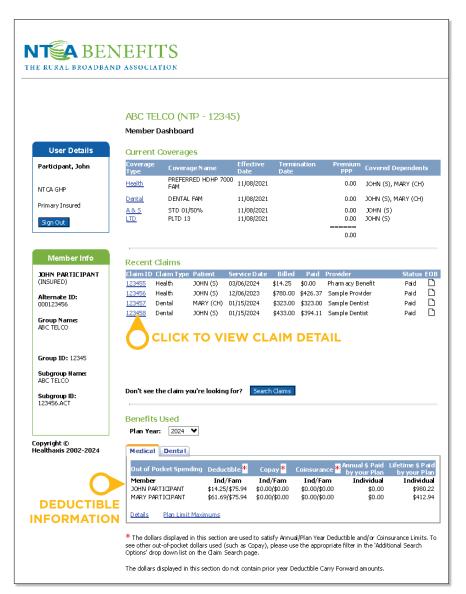
#### **ACCESS CLAIM DETAIL**

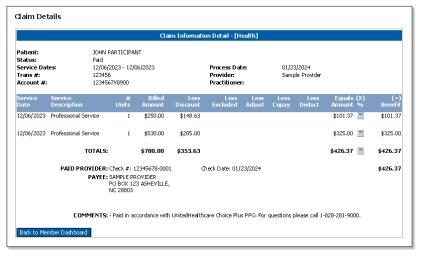
- Find the Recent Claims section in the center of the Member Dashboard home screen.
- Click the Claim ID link to view additional details about a claim.



0

- Find the Benefits Used section at the bottom of the Member Dashboard home screen.
- Click the Details link to view additional deductible details for each covered individual.







#### **VIEW CLAIM DETAIL**

- The Claim ID link opens a new window with most of the same information that is included in the Explanation of Benefits document.
- From this window, use the Print function in your browser to print a hard copy or Save as a PDF.