

## **Patient Claim History** Online Dentist Account

#### B How to View a Patient's Claim History

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The Patient Claim History feature can be found in the **Patient History** tab of a patient's Benefits & Eligibility. First pull up your patient either in the **Patient Quick Search** section on the Dashboard or through the **Find a Patient** tab.

Dashboard	Find a Patient Claim	Payments	Documents M	ational Benef	its Inquiry	00	Demo Denti
	-2-					-	
		Annual Providence desce					
	Weicome to your new Dentist	Account: For tips and reso	urces on havigating your ac	count, click he	re.		
	Patient Guick Search:						
	SUBSCRIBER ID OR SSN *	FIRST NAME *	DOB *				
	SUBSCRIBER ID OR SSN *	Pending Claim:	DOB *	Provider:			
	SUBSCRIBER ID OR SSN * Recently-viewed name/ID: BOB SMITH(12345678901-23)	Pending Claim:	DOB * Date of Service:	Provider:			
	SUBSCRIBER ID OR SSN * Recently-viewed name/ID: BOB SMITH(12345678901-23) AMY SMITH(12345678901-24)	Pending Claim:	DOB * Date of Service:	Provider:			
	SUBSCRIBER ID OR SSN * Recently-viewed name/ID: BOB SMITH(12345678901-23) AMY SMITH(12345678901-24) JANE BELL(1234567890-25)	Pending Claim:	DOB *	Provider:			
	SUBSCRIBER ID OR SSN * Recently-viewed name/ID: BOB SMITH(2345678901-23) ANY SMITH(2345678901-24) JANE BELL(2345678901-26) ERIC GREENE(2345678901-26)	Pending Claim:	DOB * Date of Service:	Provider:			

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For either of these avenues, you will need the patient's Subscriber ID or SSN, First Name, and Date of Birth.

	• Welcome to your new Dentist	Account! For tips and resour	rces on navigating your ac	count, click her	<b>e</b> .	
	Patient Guick Search:					
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	SUBSCRIBER ID OR SSN *	FIRST NAME *	DOB -	-		
L	SUBSCRIBER ID OR SSN *	PIRST NAME *	DOB *	Provider:		
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6	Recently-viewed name/ID: BOB SMITH(22345678901-23) AMY SMITH(22345678901-24)	PIRST NAME *	Dots - Date of Service:	Provider:		



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Once you have your patients' Benefits & Eligibility pulled up, navigate to the **Patient History** tab, by clicking the right arrow next to **Treatment Plans**.

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3

Click on the words **Patient History** on the far right in green text.



5

This feature will default to listing the patient's claim history for the last 24 months with this plan. This can be expanded to include all claims received for this patient up to the Effective Date of this plan. To adjust the dates of services listed, click the green text of either the **Showing From** or **Showing To** date. You can adjust by year, month, and day desired.

					1 Su	bmit Claim or Treatme
< Lim	itations	Coverage	Claims	Treatment P	lans	Patient History
SHOWING FROM: 04/21/2023	SHOWIN 04/21/	ig to: /2025 🛄				
Date Of Service	Code	Procedure Desc		Tooth S	Surface	Area
05-17-2024	D0120	PERIODIC ORAL EVALUATION	ESTABLISHED PATIENT	N/S		
05-17-2024	D0277	VERTICAL BITEWINGS - 7 TO	8 RADIOGRAPHIC IMAGES	N/S		
05-17-2024 05-17-2024	D0277 D1110	VERTICAL BITEWINGS - 7 TO PROPHYLAXIS - ADULT	8 RADIOGRAPHIC IMAGES	N/S		
05-17-2024 05-17-2024 01-18-2024	D0277 D1110 D2740	VERTICAL BITEWINGS - 7 TO PROPHYLAXIS - ADULT CROWN - PORCELAIN/CERAI	8 RADIOGRAPHIC IMAGES	N/S N/S 12		



# **Patient Claim History Online Dentist Account**

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It will default to listing five 6 CDT codes per page with the most recent at the top of the list. You can either click the right arrow at the bottom right to view more or increase the number of items listed per page.

< Lim	tations	Coverage	Claims	Ireatm	ent Plans	Patient History	- >
SHOWING FROM: 04/21/2023	SHOWIN 04/21,	ig to: <b>/2025</b>					
Date Of Service	Code	Procedure Desc		Tooth	Surface	Area	
05-17-2024	D0120	PERIODIC ORAL EVALUATIO	ON ESTABLISHED PATIENT	N/S			
05-17-2024	D0277	VERTICAL BITEWINGS - 7 TO	0 8 RADIOGRAPHIC IMAGE	ES N/S			
05-17-2024	D1110	PROPHYLAXIS - ADULT		N/S			
01-18-2024	D2740	CROWN - PORCELAIN/CERA	AMIC	12			
01-18-2024	D2950	CORE BUILDUP INCLUDING	ANY PINS WHEN REQUIRE	ED 12			-
			Ite	ms per page	e: <mark>5</mark>	1 - 5 of 14 <	>

### Patient Claim History Watch Video

Watch this video to learn how to view a patient's claim history via the online dentist account.