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1. Introduction

Welcome to the Community Care Claim Submission Portal. Community Care has created this manual to assist you and serve as a reference when submitting claims through the Claim Submission Portal. It should be noted that the Claim Submission Portal (CSP) is subject to updates and it is recommended to refer to the most recent version of the CSP Manual in order to ensure the most up to date information. The Claim Submission Portal itself can be found at: https://claimsportal.communitycareinc.org:444/

For any questions or concerns please contact the provider hotline toll free at 1-866-937-2783 option “1” between the hours of 8am to 4:30pm Monday through Friday (Central Time).
2. Logging into the CSP

In order to access the Claim Submission Portal and submit claims, you first will need to login using your username and password, that is supplied by CCI. Then you will be able to follow the below instructions along with screenshots of the login process that will give you an understanding on how to complete this process.

**Step 2)** This will take you to the log in screen where you will be able to enter your CCI Supplied Username and Password. Then “Click” on the Log In button.

![Log In Screen](image)

**Step 3)** If this is your first time logging in, you will then be asked to change your password. Your new password must contain a Capital Letter, Symbol, and a Number.
3. Entering & Submitting Claim(s)

**Step 1)** After logging in you will be taken back to the CSP home page. Use your mouse to highlight **Provider** which is located on the tool bar. When you highlight **Provider** move your cursor down to **Provider Claim**.

**Step 2)** You will be taken to the **Provider Claim Selection Form Screen**. Here you will notice that all of your active authorizations up to 3 months (90 days) back are available. This screen is where you will select the appropriate member and service authorization that you wish to submit a claim.
**Step 3**) Double click on the area that says *(dbl click enter)*. A box will appear that you will be able to add your own member control number for internal tracking purposes (Example: 0001, 0002, 0003, etc.). After entering the number, click update in the lower left corner. This number is required to move forward. Please see examples below.

**TIP:** The authorization page can be sorted by any of the categories. To utilize this function click on the column you would like to sort. The sort function will assist you with organizing your authorizations.

If not all your authorizations are on the main page, you will find the remaining authorizations on subsequent pages.
Entering/Updating the Claim Data

Now that you are familiar with the Provider Claim Selection Form Screen select the member and corresponding authorization that you wish to submit a claim. Below are instructions along with screenshots that demonstrate how to submit a claim.

Step 1) To enter Claim Data “Click” on the gray arrow ( ) located on the far left sidebar in front of the member’s name. When the arrow is pointing down...It will expand and reveal: Enter Claim Data. (Click on it)

Step 2) After Clicking on ENTER CLAIM DATA — A claim data box will appear. You will need to select the correct Bill Type (please see below), as well as entering in the admission date.

Please note the bill type: You must submit with the correct bill type that correlates to the service you are billing for. For example if are billing for Supportive Home Care Services you must submit with the 32(X) Type of Bill and/or Residential Services you would submit with a 86(X). For further clarification please see the Type of Bill chart on the bottom of the CSP homepage.

Once the data has been entered “Click” on the Insert button on the bottom right.
Once you click on insert you will see the below page to confirm the data entered is correct. If the data is not correct, if changes need to be made you can click on the edit icon (✏️) and make the necessary changes.

Tip: The (↵) icon will delete the entire claim.

**Step 3** To add new claim date(s) of service: “Click” on the gray arrow (➡️) pointing right on left side of the Claim Data Information you have just entered. Clicking on the arrow will reveal a box entitled **Add New Date(s) of Service**.

**Step 4** “Click” on the words **Add New Claim Date(s) of Service** and a Calendar will appear below.
Step 5) If necessary switch the calendar to the appropriate month using the arrow keys located in the top right corner. Once on the correct month, enter your contracted unit rate for the corresponding code you are billing for. (Rates can be found on your contract). To bill units select the first date of service and enter the appropriate amount of unit(s).

TIP: To bill the entire month, week or two weeks at a time right click the mouse on the first date of service to auto fill the service dates, or individually fill out the service dates.

Step 6) By clicking on Calculate Billed Services your total billed amount will appear. If accurate click Accept Billed Services.
Step 7) The screen below will appear. If for some reason you need to change the billed services please hit the red button. This will allow you re-start at step 3. If services look to be billed correctly, and you have completed the steps above for all services being billed. You are ready to Submit your claim/s for payment. “Click” on the Submit Claims button on the bottom left of the page.

TIP: Notice below the “C” in the Submission. The “C” represents a clean claim and is ready to submit. If you have an “I” in the Submission column you will receive and error and the claim will not be submitted.
Step 8) After you click SUBMIT CLAIMS a **Review and Accept Claim Submission** screen will pop up. Here you will be able to review the information that you would like to submit. If the information is accurate click on the **Accept** button and you will have submitted your claim/s.

**TIP:** If you need to make corrections to the information click on the **Reject** button. This will return you to the **Provider Claim Selection Form Screen**. Make applicable corrections and repeat step 6.

### 4. Reviewing Claim Submission History

Now that you have submitted a claim, you can utilize the **Claim Submission History**. Below are instructions along with screenshots that demonstrate how to view claim history:

To view additional information on the submitted claim left click on the gray arrow (▶️) located on the far left sidebar in front of the claim Id. You also have the option to print, save and/or view a copy of your claim by clicking on the paper icon to the right of the total charge but please note this form is automatically saved on the internet.