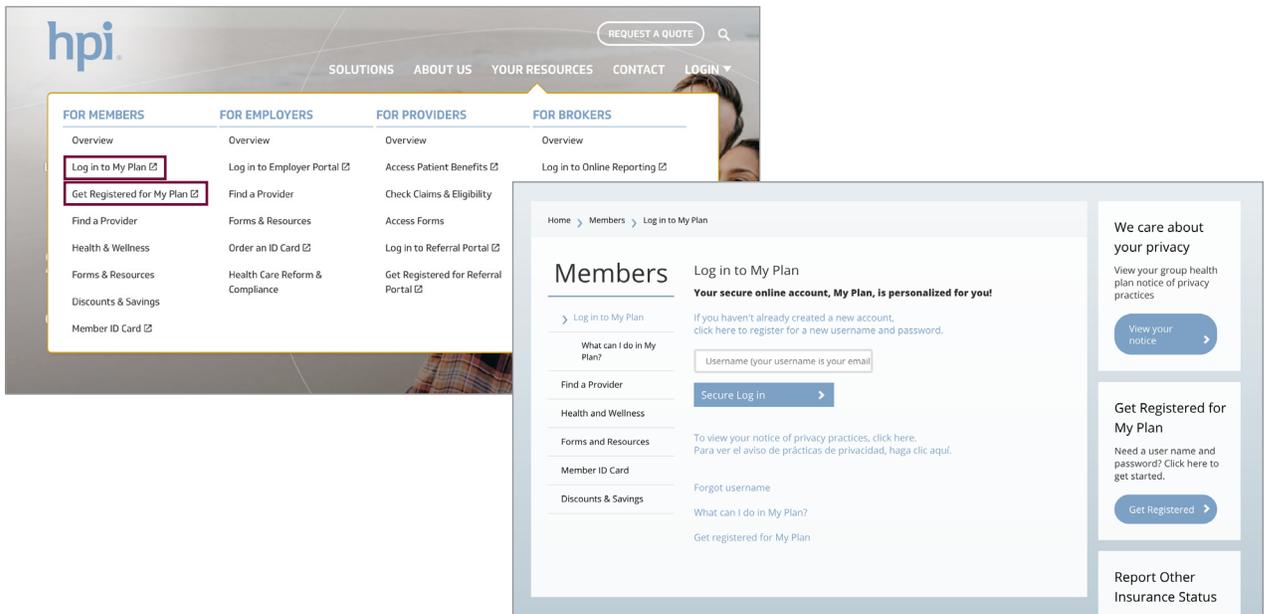


View Your Claims Online

Getting Started

- Go to **hpiTPA.com** and log in to *My Plan* from the **Members** section.
- New user? Register by clicking **Get Registered for My Plan** and set up your user name and password.



Logging In

- **Log in to My Plan** and click the link to view your claims under **My Claims**.



Continued on next page >



- You'll be brought to your personal home page, which displays:
 - the status of your most recent claims
 - the types of coverage under your plan
 - any charges that have applied to your deductible and out-of-pocket maximums (this is not in the Accumulators tab)

The screenshot shows the HPI member portal home page. At the top, there are navigation tabs: Home, Accumulators, Benefits, Claim, Eligibility, Resources. The user is logged in as 'User: TestHbr' at 10:52:43 AM EDT. The main content area is divided into two sections: 'Recent Claims & Transactions' and 'Summary'.

Date of Service	Status	Type	Charge
05/25/2022	PAY	Medical	\$
05/25/2022	PAID	Medical	\$
05/25/2022	PAID	Medical	\$
05/10/2022	PEND	Medical	\$
05/10/2022	PAID	Medical	\$
05/10/2022	PAY	Medical	\$
05/10/2022	PAID	Medical	\$
03/17/2022	PAID	Medical	\$
03/14/2022	PAID	Medical	\$
03/14/2022	PAID	Medical	\$

The 'Summary' section includes fields for Member Name, Current Status (Active), Date of Birth (02/01/1968), Original Benefit Effective Date (01/01/2022), # of Dependents (2), Current Benefit Effective Date (04/01/2022), Coverage Thru Date, Product (Major Medical), Plan ID (Plan XYZ), Coverage Type (Employee Only), and Other Coverage (none).

Get Your Claim Details

- View the details of a claim by clicking on the **date of service** in the first column. Claim details show you:
 - how the claim was processed
 - when it was received and paid
 - line-item charges
 - any cost sharing responsibility (like deductibles or copayments)

The screenshot shows the 'Claim Details' page. It includes fields for Claim Type (Major Medical), Claim Number, Date of Service From (05/25/2022), Date of Service Through (05/25/2022), Received Date (04/18/2023), Block of Business (Health Plans, Inc. - United), Client, Network (HPHC), CPG Code (NCD), Primary Diagnosis Code, Claim Status (PAY), Status Date (04/18/2023), Patient Name, Patient DOB (02/01/1968), Patient Gender (Male), Medical Record #, Total Charge (126.00), Total Payment (0.00), Payment Method, CHK/TRN ID, and Payment Date.

Date	Service Code	Modifiers	Benefit Code	Units	Charge	Not Paid	Reason	Discount	Covered	Deductible	Insurance %	Co Insurance \$	Payment Amount
05/25/2022 - 05/25/2022	73140	TC/F6	NCS	1.000	126.00	126.00	05	0.00	0.00	0.00	0.00	0.00	0.00
				Total:	126.00	126.00		0.00	0.00	0.00		0.00	0.00

Looking for a Specific Claim?

- Click **Claim** at the top of the page.
- Claims can be searched by date of service or claim number.
- You can search claims for a single plan member or all plan members.

Pended – a Pended claim is in process and has not completed being priced or adjudicated.

Ready to Pay – a claim in Ready to Pay status has been fully adjudicated, and will soon be finalized. Payment has not yet been sent to the provider

Paid – a Paid claim has been fully adjudicated, and payment or notification of non-payment has been sent to the provider.



Have questions? Contact HPI Customer Service at the phone number or website listed on the back of your member ID card.

