



Online Claims Look-Up Registration

MFC Maryland Health Choice Program
DC Healthy Families and DC Healthcare Alliance

The MedStar Family Choice claims look up website allows providers to check the status of a claim. In order to check claims status online, providers should go to **MedStarFamilyChoice.com** and click on the Go to online claims look up icon under For Physicians. This quick link will take you directly to the online claims page where you can register and/or sign on and look up a claims status. A new feature for claims look up is that each office will initially register for a master account and then register all other users in their office as subaccounts. Subaccounts will allow multiple users to share the same web portal access without sharing the same username and password. The employee who is registered as the master account holder will be responsible for activating and deactivating employee log ins. Prior to registering, verify that your computer is currently using either a Windows or Apple operating system that includes a supported web browser:

- Microsoft Internet Explorer 7, 8 or 9
- Mozilla Firefox 3.6 x or later
- Google Chrome 11.0 x or later
- Apple Safari 5.0.1 or later

Once your computer is set up, registration can begin. All identifying information needed for registration must exactly match the information in our database. Therefore, we recommend that offices have an EOB to refer to for accurate data input of the provider name, ID and address information. At this time, users will have the option to register as a:

- **Facility:** This option allows access to provider information associated with that medical facility, ie users will only be able to view the facility charge.
- **Payee:** This option allows access to all providers and locations associated with the payee. This is the recommended option if offices wish to view all professional claims billed from multiple office locations, as well as professional charges related to facilities that are associated with the payee's information.
- **Location:** This option allows access to provider information for one physical location.
- **Provider:** This option allows access to only the provider's information, ie the provider's name used for the initial registration.

After registration is complete, users can set up subaccounts for other employees. To set up subaccounts:

- Click on the Setup > Subaccounts tab.
- Click Create New Subaccount.
- In the Create Subaccount window, enter the name and email address of the new user. (System-generated messages, such as password reset messages, are sent to the email address that you enter for this user. Users can change their name and email address later on the My Profile tab, once they log in.)
- Enter an initial username and password for the user. (Users can change their passwords later on the Change Password tab once they log in.)
- Click Save. The new account is created and added to the Subaccounts tab, where it can be edited, locked or unlocked. The subaccount user has the same web portal access as its master account, including access to patient rosters, billed amount lists and attached documents.

For additional help, providers can contact the Claims department at **800-261-3371** and/or MedStar Family Choice Provider Relations. Providers in the District of Columbia can call **855-210-6203, option 5** and Maryland Providers should call **800-905-1722, option 6** to request on-site assistance.