

CLAIM STATUS LOOKUP

Registration

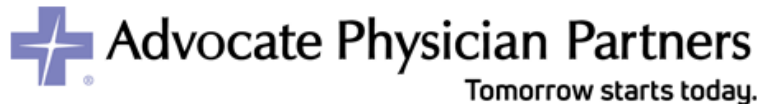
December 2018 | www.claimstatuslookup.com

Benefits

- 24-hour updates/access
- All claim inquiry instead of only those in a final status
- Secure, user-friendly site access
- Detailed claim information including history of claim submissions
- Import multiple requests
- Export multiple requests

Access

- Unique username and password are required.
Questions/Information: Contact APP Resolution Center at 847-298-6000 (prompts 1-2-2) or email [APP-
ProvAdv@advocatehealth.com](mailto:APP-ProvAdv@advocatehealth.com).
- Click on “Register” icon to create a new user registration



Claim Status Lookup

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Info

Access

- Contracted provider offices should use claim status lookup via APP PRO website: <https://app.advocatehealth.com>
- Access to APP Pro is for contracted providers and office staff.
Do Not Give APP Pro user access to billing services or non-contracted providers.
- Non Contracted providers and billing services, use the URL <https://claimstatuslookup.com/Pages/ClaimInquiry>

Your Account, Password & Security

- You are responsible for maintaining the confidentiality of the password and account and are fully responsible for all activities that occur under your password or account
- You agree to immediately notify Advocate Physician Partners of any unauthorized use of your password or account or any other breach of security.
- If you believe that someone is misusing your account, please send an email to APP-ProvAdv@advocatehealth.com informing us about it.
- Accounts will be disabled after 180 days of inactivity. Contact email above if this occurs.

Register New User

- Enter required information at New User signup. ****Note: all fields are required.**
- Password field must contain:
 - One Capital letter
 - One lower case
 - 1 Number
 - 1 Character
 - Must be greater than 8 characters

Register New User

First Name:

Last Name:

Email:

Confirm Email:

Password:

Confirm Password:

Office Role:

Register New User

- Office Role:
 - Provider
 - Office Manager
 - Office Assistant
 - Billing Entity (This will open a new window)
- Add affiliated practice information
 - If affiliated with more than one practice, click the Add Practice Icon

[Add Practice](#)

Practice Details					
Name	TIN	NPI	Contact Name	Contact Email	Phone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Register New User – Billing Entity

- If registering as a billing entity, enter the requestor information:

Requestor Information

Company Name:

Contact Name:

Contact Email:

Contact Phone #:

Registration

- After entering all required information, click “Register”
- You will receive a successful registration message
- Login to your email to confirm your account registration
- Once registration is confirmed, please allow up to one (1) business day for account activation. An email will be sent to the registrant from monitor_claimstatuslookup@advocatehealth.com . Once received, login with your registered email and password you used at registration.



Registration – Other Information

- If your email changes, you will need to re-register for access with the new email address.
- Inactivity after 180 will disable a users account. Registration will need to re-occur if this happens.
- If you forget your password, click on the “Forgot Password” and you will be prompted to reset your password.



The screenshot shows a web interface for a 'Claim Status Lookup' page. At the top, there is a dark blue header with the text 'Claim Status Lookup' in white. Below the header, the page title 'Reset Password.' is displayed, followed by the instruction 'Enter your new password'. The form contains three input fields: 'Email', 'Password', and 'Confirm password'. Each field is represented by a horizontal line with a small vertical bar on the left side. Below the 'Confirm password' field, there is a 'Reset' button.

Thank you

If you do not receive an email or if you need further assistance, please contact Advocate Physician Partners Resolution Center at 847-298-6000; prompts 1-2-2.