



Online Claim Adjustment Request

directprovider.com (dp.com) – Mail Handlers Benefit Plan/Coventry owned secure provider portal which allows users to connect directly to our payer data management system so they can receive the most current information on real-time transactions and other Mail Handlers specific provider healthcare transaction needs.

Overview

Online claim reconsideration submission capability for claims in a final status

Why Perform Online Claims Inquiries

- Requests can be done at the convenience of the staff 24/7
- Requests submitted thru secure message environment into Customer Service Organization
- Ability to request reconsideration by line item within claim
- Ability to submit up to 4 attachments to support reconsideration request
- Responses returned via secure message environment
- Print screens can be included with the patient chart

Who Benefits?

- Billing Office Personnel
- Office Managers
- Accounts Receivable departments

Features

- Provides high level claims status information and ability to request level 1
- Online real-time claims checks
- Identifies if a claim has been paid, denied or is pending
- Identifies what has been paid, when and on what check or electronic funds transfer
- Identifies the charge amount and the payment amount

The User Guide for directprovider.com explains how to perform an Online Claim Adjustment Request through the Coventry provider portal

You can download, view, and print the document(s) using Adobe Acrobat Reader. Acrobat Reader is free and can be downloaded from <http://www.adobe.com/products/acrobat/readstep2.html>