

How to view the status of your submitted claim

- Log into your account
- Click the box to accept the “Terms and Conditions of Use”
- You will be brought to your “Dashboard” page
- Click on the “**MRP History/New Claim**” button, the MRP claims screen will slide in.

MRP History/New Claim





- Click on “**Claims History**” at the bottom of the screen, another screen will slide in.

Search Claims History

- Click on “**Search**” in the lower right without changing anything in the screen itself, another screen will slide in showing all the claims paid.

Search >

- **In this screen you will see a history of paid/unpaid claims.**
 - Click on any “**paper-clip**” icon in the last column to view an EOB (Explanation of Benefits) from the NBF Claims department. The EOB document will have the processing details of the claim in question such as what was reimbursed and what was not reimbursed including a reason why a reimbursement request was not fully processed.
 - Click on any “**paper-clip**” in the “**Claims Document(s)**” column to see the actual claim you submitted.

Claim #	Web Ref #	Date(s) of Service	Patient Information			Claim Status	Claim Document(s)	EoB Document
			Name	DOB	Relationship			
+ 50026534		01/16/2015 - 12/31/2015		01/01/1952		Rejected		
+ 50026015	1000011	01/13/2015 - 12/14/2015		01/01/1952		Processed		
+ 50007595		09/08/2014 - 09/08/2014		01/01/1952		Rejected	No Claim Docs	No EoB Docs