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## **CMS Secure Net Access Portal (C-SNAP)**

Hello, my name is Ross Green and I am an analyst for the CMS Secure Net Access Portal, also known as C-SNAP. Thank you for taking the time today to view the C-SNAP Mediasite. WPS is very excited to be able to offer this tool to our J5 MAC providers. C-SNAP is a Web-based application that allows you to check claim status and eligibility online. I'll be going through a short presentation outlining the features behind C-SNAP.

If I can direct your attention to the first slide, C-SNAP is available 24 hours a day, 7 days a week at no cost to providers. We currently offer C-SNAP to all our Part A and Part B MAC providers in Iowa, Kansas, Missouri, and Nebraska. C-SNAP allows you to register online at <https://www.medicareinfo.com/apps/cms/home.do>. I'll display that Web address at the end of the presentation.

When registering, each user is required to have his or her own account for C-SNAP. In the registration process, C-SNAP requires the group PTAN, the group NPI, the group, or provider's name. Then simply enter your personal information into the appropriate fields. Again, for security purposes, accounts should not be shared.

There is no need to register more than once for multiple locations or NPIs. You can add additional locations or NPIs to a single account. Upon registering, a hard copy letter will be mailed to the provider's office asking them to please grant you access.

When registering, you have the opportunity to apply for immediate access. Please keep in mind this only allows you to create a password and to view those locations that you are requesting access for.

Once granted access, you will have the opportunity to quickly and easily check claim status and eligibility on-line at the click of a button. Eligibility is available real-time, claims are loaded into C-SNAP on a weekly basis.

When checking eligibility information you will first need to select the appropriate NPI, and then enter the patient's Medicare number, the first initial of their first name, their entire last name including suffix, their date of birth, and the date of service. Note that you can only use the current date or previous dates of service. Since beneficiary eligibility may change, dates of service in the future cannot be checked.

C-SNAP is able to retrieve a wealth of information for eligibility such as Part A and Part B effective dates, Managed Care and Part D prescription drug plan information, primary insurance information if Medicare is secondary, Hospice and



ESRD information, preventative services, as well as deductible and therapy cap information.

When checking claim status we again ask that you select the appropriate NPI, along with the patient's Medicare number, first initial of their first name, their entire last name including suffix, and the date of service for the claim you are looking for.

C-SNAP will query and retrieve any information that meets the criteria you entered. Initially, C-SNAP will return claim summary information letting you know the status of the claim - whether it is pending, returned to provider, been approved, or been denied. At this point, you may simply click on the claim number to gather more detailed information. Part A providers will need additionally to click on the claim detail button for line level information.

C-SNAP will then display detailed claim information such as the date of service, billed amount, allowed amount, payment information, procedure code or revenue code, and the status of the claim – pending, returned to provider, paid, or denied. If the claim is denied, C-SNAP will display the reason for the denial. This is the same information you receive on your provider remittance advice.

In closing, C-SNAP offers detailed eligibility and claim status information over the World-Wide-Web to all our MAC Part A and Part B providers. To register, simply go on line to <https://www.medicareinfo.com/apps/cms/home.do>. Should you need additional information or assistance regarding C-SNAP, please call the technical support staff at **866-886-2891**. I thank you for spending your valuable time listening to this presentation and hope you have a pleasant day.