



www.wpsmedicare.com

Claims Status

The following is a comment we hear frequently:

I sent a claim to WPS Medicare several months ago, and I do not recall receiving payment and/or a rejection from your office for this service. In order to satisfactorily adjust our records, we need to know the status of the claim/payment information. Could you please tell me the proper way to obtain this information?

As you are probably aware, WPS Medicare does not verify claim status/payment information by telephone and/or written correspondence. The proper way to obtain claim status/payment information is through the Interactive Voice Response (IVR) system. In addition to claim status, providers can also check beneficiary eligibility including deductibles, pending and approved claims, check information, pricing information, and other general Medicare information. Directions for using the IVR are available on the WPS Medicare Website below:
http://www.wpsmedicare.com/part_b/selfservice/ivr.pdf

The IVR telephone numbers follow:

IL: 877-908-9499

MI: 877-567-7201

MN: 877-908-8470

WI: 877-567-7176

You can also verify claim status, payment information, and beneficiary eligibility on the Internet using the CMS Secure Net Access Pilot (C-SNAP). For more information on C-SNAP, or to register for C-SNAP, please use the Website below:

<http://medicareinfo.com/>

The C-SNAP toll free telephone number is 877-476-8116.