

## **How to get the Status of Submitted Claims**

Please be aware that Provider Services is available to assist you if you are having trouble with submitting claims to Medicaid. However, they are not able to perform routine claim status checks for Providers and Submitters who contact the Call Center for this reason.

Providers who wish to receive claim status prior to receiving the check and paper remit have the following options:

- Providers can submit an electronic 276 Claim Status Request.
- If you are signed up for ePACES, you can get a status of any of your claims by submitting a Claim Status Request over ePACES.
- ePACES submitters with Professional Claims may select the real-time feature, and get an immediate response to their claim request.
- You can sign up to receive an Electronic Remittance, which is available on the check date. To sign up for Electronic Remittances, visit our website: [www.emedny.org](http://www.emedny.org). Click on Electronic Remittance Request Form under ““featured Links”, then on Electronic Remittance Request Form. You can even sign up to receive electronic remittances for claims submitted on paper.
- The Amount of your check is available the Friday prior to the check date by calling 1-866-307-5549.

Provider Services is available to assist you with all methods of claims submission and will continue to assist you with your claims problems. We appreciate your understanding and cooperation in keeping their services available to providers who are having trouble submitting their claims.

If you have any questions, please contact CSC Provider Services at 1-800-343-9000.