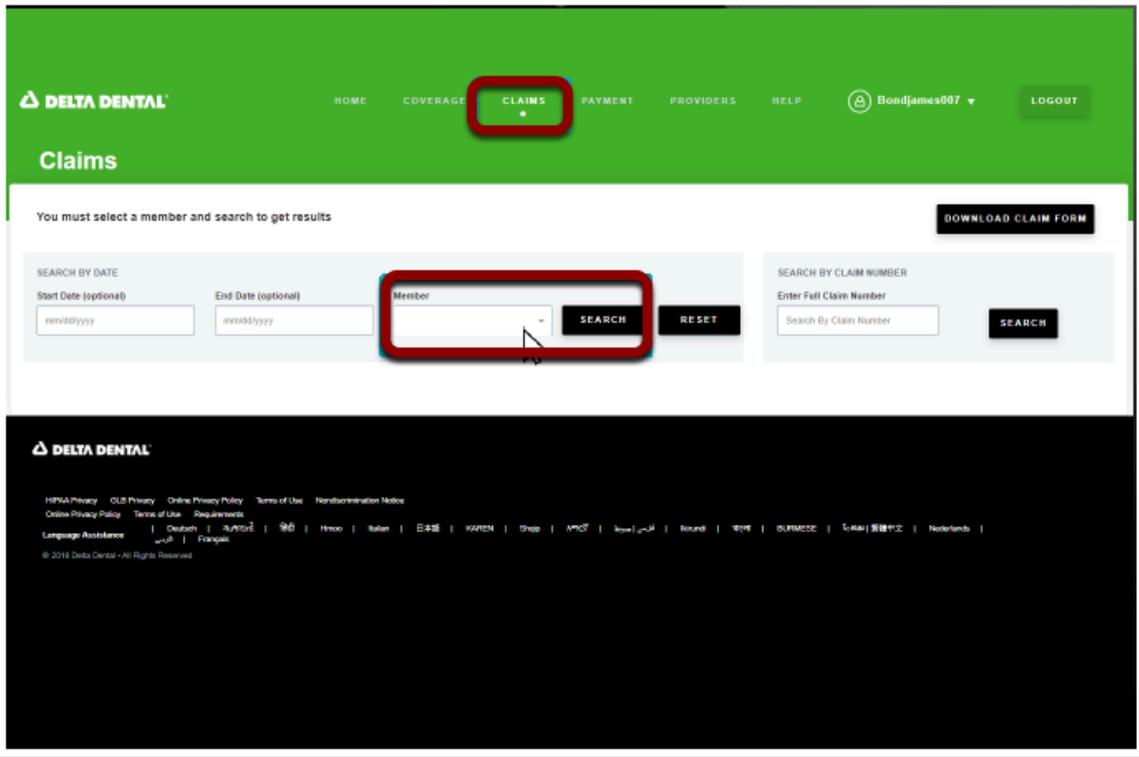


# How to View the Claims History For a Member

On the claims page, you can view the claims history for all members on your account.

## 1. Select the Member to View.



The screenshot displays the Delta Dental website's Claims page. The navigation bar at the top includes links for HOME, COVERAGE, CLAIMS (highlighted with a red box), PAYMENT, PROVIDERS, and HELP. A user profile for 'Bondjames007' and a LOGOUT button are also visible. The main heading is 'Claims'. Below this, a message states 'You must select a member and search to get results'. To the right is a 'DOWNLOAD CLAIM FORM' button. The search section is divided into two panels. The left panel, 'SEARCH BY DATE', includes fields for 'Start Date (optional)' and 'End Date (optional)', both with 'mm/dd/yyyy' placeholders. A 'Member' dropdown menu is highlighted with a red box, with a mouse cursor pointing to it. Next to it are 'SEARCH' and 'RESET' buttons. The right panel, 'SEARCH BY CLAIM NUMBER', includes a field for 'Enter Full Claim Number' and a 'Search By Claim Number' field, with a 'SEARCH' button below. The footer contains the Delta Dental logo, links for 'HIPAA Privacy', 'Old Privacy', 'Online Privacy Policy', 'Terms of Use', and 'Nondiscrimination Notice', a 'Language Assistance' section with various language options, and a copyright notice: '© 2018 Delta Dental - All Rights Reserved'.

## 2. Click SEARCH.

The screenshot shows the Delta Dental Claims page. At the top, there is a navigation bar with the Delta Dental logo and links for HOME, COVERAGE, CLAIMS, PAYMENT, PROVIDERS, and HELP. A user profile for 'Bondjames007' and a LOGOUT button are also visible. Below the navigation bar, the page title 'Claims' is displayed. A 'DOWNLOAD CLAIM FORM' button is located in the top right corner. The main content area features two search filters: 'SEARCH BY DATE' and 'SEARCH BY CLAIM NUMBER'. The 'SEARCH BY DATE' filter includes fields for 'Start Date (optional)', 'End Date (optional)', and 'Member' (set to 'James Bond'), along with 'SEARCH' and 'RESET' buttons. The 'SEARCH BY CLAIM NUMBER' filter includes a field for 'Enter Full Claim Number' and a 'SEARCH' button. Below the search filters, a table displays the claim history for the selected member. The table has columns for DATE OF SERVICE, PLAN, PRODUCT, CLAIM, STATUS, PROVIDER, and PLAN PAY. The table contains four rows of claim data, with the status column containing 'PAID' or 'DENIED' labels. A red box highlights the table area.

DATE OF SERVICE	PLAN	PRODUCT	CLAIM	STATUS	PROVIDER	PLAN PAY
12/03/2019	DEPMI	RPO Plan I	1912695014739	PAID	LAKEVILLE FAMILY DENTAL	\$63.00
10/11/2019	DEPMI	RPO Plan I	1912695019911	DENIED	LAKEVILLE FAMILY DENTAL	\$0.00
10/09/2019	DEPMI	RPO Plan I	1912695008354	PAID	LAKEVILLE FAMILY DENTAL	\$63.00
01/01/2019	DEPMI	RPO Plan I	1912695007271	PAID	LAKEVILLE FAMILY DENTAL	\$40.50

**i** After selecting a member to the view claims details for, you can view their claim history.

This history includes the following;

- Date of Service
- Plan
- Product
- Claim Number
- Claim Status
- Provider
- Plan Pay
- Claim Details