

# Kelsey Community Provider Guest Claims Tip Sheet

**Guest Claims Access ..... 2**

    Help and contact information..... 2

    Browser, system, and connection requirements..... 3

**How Do I Log In?..... 4**

# Guest Claims Access

As a benefit of working with Kelsey Care members, you can now review claim status without logging into the CareLink.

To view claims status,

1. First navigate to the following URL: <http://guest.kelseycarelink.com/>
2. Upon accessing the activity, to view a claim, users will be required to fill in 3 types of basic information about the claim:
  - a. Provider Information under section header: "Who submitted the claim?"
    - i. Provide either or both: Provider NPI and Vendor Tax ID
  - b. Claim Information under section header: "What were the claim details?"
    - i. Provide either the first listed combination of data or all information listed in option 2:
      1. Billed amount **and** the earliest listed date of service
      2. ID, billed amount, **and** the earliest listed date of service
  - c. Member Information under section header: "Who was the claim for?"
    - i. Provide any of the following combinations of data:
      1. Member ID from expected coverage of payment
      2. Member ID **and** patient's date of birth
      3. Member ID, last 4 digits of patient's social security number, **and** date of birth
      4. Last 4 digits of social security number, patient's date of birth, **and** the patient's home address zip code
3. After entering information in certain search fields, the screen will update to show when requirements have been met by changing text color to **green** and listing a **green** checkmark next to the three section headers.
4. When all section headers display **green text** and a **green checkmark**, users will fulfill the reCAPTCHA requirement and then click "**Search**" to then see high-level information about the claims they searched for

*NOTE: this search will only return claims submitted in the last two years.*

If you receive an error message when searching for a claim, these may be the possible resulting reasons why the message displayed:

- "Unable to find a claim based on your criteria."
  - If the search was run successfully either no claims were found or the criteria matches more than 10 claims so the search fails and does not display any claims.
- "You have not entered enough information to match on a claim."
  - The required criteria was not satisfied.
- "Something went wrong and we couldn't process your request."
  - A record in your search may be locked for processing at the moment. Try your search again momentarily.

## Help and contact information

For help using this activity, call the Help Desk at (713) 442-4357.

# Browser, system, and connection requirements

You must use one of the following Internet browsers to access PhysicianLink:

- **PC/Mac** – The applications can be accessed using Internet Explorer 11, Firefox 45 or Chrome 50 or later on the Windows operating system. Users of the Macintosh operating system can use Firefox 45, Chrome 50, or Safari 9 or later to access the applications.
- **Tablets** – Kelsey CareLink can also be accessed by iPads using the Safari browser and Android tablets using the Chrome browser. The native Android browser and other third-party browsers are not supported. The Chrome browser on iOS is also not supported.


Physician Link requires a minimum screen resolution of 1024x768 pixels. We recommend that you use a high-speed Internet connection to achieve the best system speed and performance. In addition, you need Java enabled browser to display graphs and scanned images in PhysicianLink.

# How Do I Log In?

You have the option to request a login for Care Link to gather secure and easy access to real-time patient demographics, benefits, referrals, and clinical information. To request a login, navigate to the following URL: [www.kelseycarelink.com](http://www.kelseycarelink.com) and select the option for “Request New Account”.

The User Provisioning team will review your request and respond back to your request as soon as they are able.

powered by **Epic**



User ID

Password

Log In

Forgot password?

Request New Account

**Warning!** The computing resources and network you are about to access are property of the Kelsey-Seybold Clinic and are provided for authorized use only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. By using this system, the user consents to interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized site. Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.

REMINDER: User names and passwords are NOT to be shared and shall remain held confidentially by the assigned user.

**Please: Log on at least once every 30 days to maintain system access.**

© 2021 Epic Systems Corporation. All rights reserved. PROPRIETARY INFORMATION - This item and its contents may not be accessed, used, modified, reproduced, performed, displayed, distributed or disclosed unless and only to the extent expressly authorized by an agreement with Epic. This item is a Commercial Item, as that term is defined at 48 C.F.R. Sec. 2.101. It contains trade secrets and commercial information that are confidential, privileged and exempt from disclosure under the Freedom of Information Act and prohibited from disclosure under the Trade Secrets Act. After Visit Summary, Analyst, App Orchard, ASAP, Beaker, BedTime, Bones, Break-the-Glass, Caboodle, Cadence, Canto, Care Everywhere, Charge Router, Chronicles, Clarity, Cogito ergo sum, Cohort, Colleague, Community Connect, Cupid, Epic, EpicCare, EpicCare Link, Epicenter, Epic Earth, EpicLink, EpicWeb, Good Better Best, Grand Central, Haiku, Happy Together, Healthy Planet, Hyperspace, Kaleidoscope, Kit, Limerick, Lucy, MyChart, OpTime, OutReach, Patients Like Mine, Phoenix, Powered by Epic, Prelude, Radar, Resolute, Revenue Guardian, Rover, Share Everywhere, SmartForms, Sonnet, Stork, Tapestry, Trove, Welcome, Willow, Wisdom, and With the Patient at Heart are registered trademarks, trademarks or service marks of Epic Systems Corporation in the United States of America and/or other countries. Other company, product and service names referenced herein may be trademarks or service marks of their respective owners. U.S. and international patents issued and pending.