



JOINT VENTURE HOSPITAL LABORATORIES

JVHL User Guide for On-line Claim Inquiries

JVHL Document Review Signatures

Originator:	KDeCoster	Date of Origin:	12/16/2009
Approved by:	PMartyniak, COO	Approved Date:	12/16/2009
Reviewed by:	Dmocerri/RRamey	Reviewed Date:	07/15/2011,09/15/2012,09/05/2013, 8/14/2014,01/15/2015, 11/30/2015, 4/27/2016, 1/9/2016dm, 2/23/2017dm, 2/8/2018dm, 3/18/2019dm, 2/28/2020dm, 2/28/2020rr, 1/4/2021rr, 12/22/2021dm, 1/14/2022rr, 12/21/2022dm, 12/21/2022rr, 2/5/2024dm, 2/12/2024rnr

Document Change Control

Date of Change	Responsible Party	Description of Change
8/28/2013	Mhansen	Updated format to add document change control table
01/15/2015	Mhansen	Updated all screen shots
11/30/2015	Mhansen	Removed references of PLM from procedure.
4/27/2016	Tcompean	Updated and added screen shots and instructions to follow steps of the new JVHL Website.
1/7/2017	Tcompean	Updated and added screen shots and instructions to follow steps of the new JVHL Website.
1/22/2018	Tcompean	Updated and added screen shots and instructions to follow steps of the new JVHL Website.
02/14/2018	Mhansen	Updated JVHL logo
01/22/2019	Mhansen	Updated all screen shots. And removed Tcompean as a primary reviewer and added Jnorris.
01/22/2019	Jnorris	No Updates
7/17/2019	Pmartyniak	Added Frequency of Review
7/24/2019	Pmartyniak	Removed images 8 and 9
7/25/2019	Pmartyniak	Removed employee email addresses, revised primary reviewer to DM and secondary to RR, redacted info in figures 5,6,7 and exiting system
02/28/2020	Dmocerri	Reviewed, No updates
02/28/2020	Rramey	Changed www.plmweb.org to plmweb.jvhl.org and added ICD-10 as a type of diagnosis code that can be displayed.
1/4/2021	Dmocerri	Reviewed, No updates
3/31/2021	Kjustice	Changed the footer from Confidential to Sensitive
12/22/2021	Dmocerri	Reviewed, No updates
1/14/2022	Rramey	Reviewed
12/21/2022	Dmocerri	Reviewed, no updates
12/21/2022	RRamey	Reviewed
2/5/2024	Dmocerri	Reviewed
2/12/2024	RRamey	Reviewed, no updates

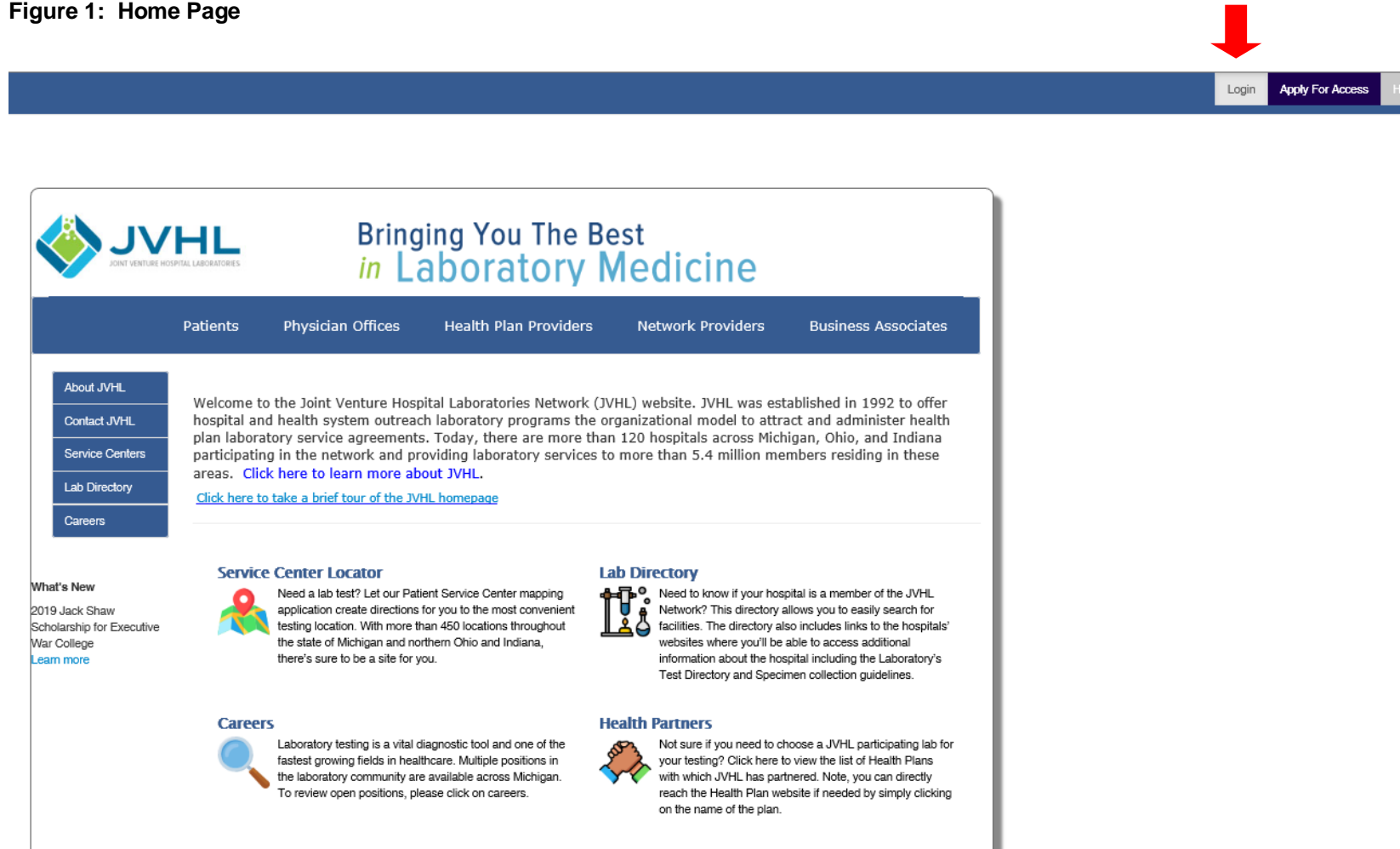
Frequency of Review:

This guide will be reviewed annually for accurate content and procedural steps by the JVHL IT Specialist and by the JVHL Director of IT for contractual and regulatory compliance.

Access the Website:

To access the online JVHL Claim Inquiry System enter the URL www.jvhl.org, log in to the JVHL Resource Center by clicking on Login located in the upper right corner of the page (See Figure 1).

Figure 1: Home Page



After selecting the 'Login' option on the home page a new screen will prompt the user to enter in his/her Username and Password, as displayed in **Figure 2** below.

Figure 2: The Login Page



Username – The Username is that which the user had personally selected during the application process. The Username was also provided within the confirmation e-mail sent to the user when his/her registration was completed.

Password - The first time accessing the system the user will need to click on 'Reset Password' located below the Log In area at the bottom of the screen. This will cause an auto-generated, temporary password to be e-mailed to the user. The user will then need to login using the temporary password. Immediately after the initial login the user will be prompted to change his/her password to one that he/she can personally select.

Once logged into the JVHL Resource Center, click on Claim and Payment information option located on the left-hand side of the screen (See Figure 3).

Figure 3: On-Line Services

Alerts
CAP Distribution Schedules
Claim and Payment Information
Claim Status Inquiries
Contract Information
Contract Information Pathology
Educationals
JVHL Billing/Marketing/Operations Committee Information
JVHL Executive Committee Information
JVHL Pathology Billing Committee Information
JVHL Performance Metrics
JVHL Result Statistic Reports & Specification Guides
JVHL Satisfaction Survey Reports
Links of Interest
Prior Authorizations
Vlookup Instructions



(Note: The online JVHL Claim Inquiry System can also be accessed at URL plmweb.jvhl.org.) See Figure 5.

Figure 5: plmweb.jvhl.org

Note, you can return to the menu options in Figure 3 by choosing "Back to Resource Center"



Once the user has successfully logged into the system, he/she will be taken to the Welcome Page. To status claims online, users must select the 'Claim/Eligibility/Voucher Inquiry' option from the menu located at the top of the screen, as displayed in Figure 6 below.

Figure 6: JVHL Web Home Page



Once on the Claim Inquiry page the user will see a screen as displayed below in **Figure 7**.

Figure 7: Claim Inquiry Screen

The Claim Inquiry Screen is divided into two sections: Search Options and Filter Options.

The Search Options provided are:

- Search by JVHL Claim Number
- Search by Provider Claim Number
- Search by Patient Information (Last and First Name and Patient's Date of Birth), or
- Search by Patient Member ID

To select your desired search method, simply select the appropriate radio button.

Search by JVHL Claim Number:

In order to utilize this search option, the user must key in the full JVHL assigned claim number. (This number may be obtained from JVHL Accepted / Rejected Claim Line Reports or Payment Vouchers).

Search by Provider Claim Number:

To search by Provider Claim Number the user must key in the full claim identifier as assigned by the hospital / laboratory.

Search by Patient Name:

The user must key in *at least* the first two (2) letters of the last and first name and must provide the patient's date of birth.

Search by Patient Member ID:

In order to utilize this search option, the user must key the Patient's ID number assigned to the member via the payer.

(Note: If the information entered under Search Options does not match the way in which the data was submitted on the claim, the search will fail.)

The options available to Filter the search results are:

- Date of Service
- Payer
- Lab Location

Filter by Date of Service:

Allows the user to narrow the search results to a specific date range.

Filter by Payer:

Allows the user to narrow the search results specific to a managed care organization.

Filter by Location:

Allows those laboratories with multiple locations to narrow search results to a specific facility.

Once the user has selected his/her search criteria and any filter options they might like to apply, they can click on the 'Search' button.

Should there be multiple claims on file based on the search and filter options, a list of all that apply will be displayed. See **Figure 8**. For each claim found that matches the criteria entered, the user will see the following summaries:

- JVHL Claim Number
- Date of Service (DOS)
- Laboratory
- Payer
- Patient Last Name
- Patient First Name
- Patient ID
- Patient Billed Amount
- Date Processed

After reviewing the summary details for each claim, the user can then select the one he/she would like to 'open' by clicking on the appropriate JVHL Claim #. This will allow the user to see the detailed view for this claim.

(Note: Claim data displayed within the detailed claim view represents the information as it was submitted by the laboratory to JVHL.)

The Detailed Claim View is divided up into the following sections:

- Patient Information
- JVHL Processing Data
- Involved Parties
- Diagnosis Information
- Service Line Information
- Code Legend

Patient Information – This section contains information relating specifically to the member, such as:

- Patient Name – Last, First and Middle
- Member ID
- Gender
- Date of Birth (DOB)

JVHL Processing Data - Displays information relating to JVHL claims processing and consists of the following items:

- JVHL Claim # - The number JVHL assigned to the claim.
- Claim Source - Identifies how the claim was transmitted to JVHL:
 - 'ANSI 837' means the claim was electronically billed to JVHL.
 - 'HARD COPY' means the claim was submitted via paper CMS 1500 or UB04 to JVHL's Administrative Office.
- JVHL Load Date - Provides users with the date the claim was loaded from the provider into JVHL's claims system.
- JVHL Process Date – Provides users with the date that the claim processed through JVHL's edits.

Involved Parties - Displays information pertaining to the providers and Managed Care Organization (MCO) involved with this claim.

- Referring Dr – Displays the Last Name and First Name of the Referring Physician.
- NPI – Shows the Referring Physician's Individual NPI.
- Lab – Displays the name of the hospital laboratory / facility that billed the claim.
- Lab Claim # - Provides the claim number used by the hospital laboratory / facility (provider's reference number).
- Payer – Shows the name of the MCO.
- Payer Claim # - Displays the claim number assigned and used by the MCO / Payer.

Diagnosis Information - Displays the data pertaining to the diagnosis codes identified on the claim.


- Sequence – Explains the order of the diagnosis codes identified on the claim, in conjunction with each CPT billed.
- Code - The ICD-9 or ICD-10 code submitted to identify each diagnosis on the claim.
- Description – The written explanation for the diagnosis codes billed on the claim.

Service Line Information – Displays detailed claim information by claim line / procedure billed. There are two “sections”.


- Bolded Lines – Shows claim line data as billed to JVHL and provides the results of JVHL’s front end edits (In other words, it will identify if the claim line was Accepted or Rejected by JVHL for claims processing. **Note:** An accepted claim line is not a guarantee of payment. It merely means the claim line has passed JVHL’s initial edits and will be forwarded to the payer for their consideration).
- Non-Bolded Lines – Shows actions taken and responses to the bolded, claim line details above them (Here the user will see information such as the date JVHL bills the payer and the resulting outcome).

Bolded Lines display the following data:

- CPT - CPT or HCPS codes billed / procedure
- DOS - Date of Service
- QTY - The number of units billed
- Charge – The charge amount for the procedure
- DIAG - Displays pointers corresponding to the Sequence above (in the Diagnosis Information Section). These pointers allow users to determine which diagnosis was billed as primary for a procedure, which was billed as a secondary diagnosis for a procedure, etc.
- Notes - Under notes you will find either:
 - JAPP - Which means this claim line passed JVHL front end edits (was approved for further processing).
 - JREJ - Which means this line was rejected on JVHL’s front end edits (was rejected in regard to further processing).

(**Note:** Next to the JAPP or JREJ the user will see a PDF icon, . Users can click on this icon in order to open, view, and print the actual JVHL Accepted or Rejected report.)

Non-Bolded Lines display the following data:

- First Line – This line will always show the date the claim was billed to the payer / MCO.
- Subsequent lines – These will pertain to the processing of the claim & claim determinations. Information provided on these lines are as follows:
 - Date – The date processed / determination was made.
 - Co-Pay – If a co-pay is owed by the patient the amount will be noted in this section.
 - Co-Ins – If the patient owes a co-ins this patient’s responsibility will be displayed here.
 - Ded – If a deductible is due from the patient the amount will be provided in this section.
 - Pay – The amount paid on the claim line will be provided in this column.
 - Notes – Under this column you will find the following:
 - The JVHL Voucher # that this claim line was processed on. (Next to the voucher number the user will see a PDF icon, . The user can click on this icon to open, view, and print a copy of the voucher).
 - The code representing the determination made. (The user can utilize the Code Legend at the bottom of the screen in order to find a description of the code.)

Exiting the System

At any time, the user may exit the system by simply clicking on the 'Logout' button provided on the screen.

