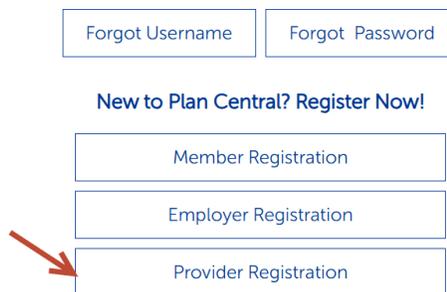




How to Upload Documentation for a Claim in Plan Central

1. Log in to Plan Central

- Go to the Plan Central provider portal [SummaCare Plan Central](#)
- Enter your username and password
- If you don't have access, click on the provider registration link

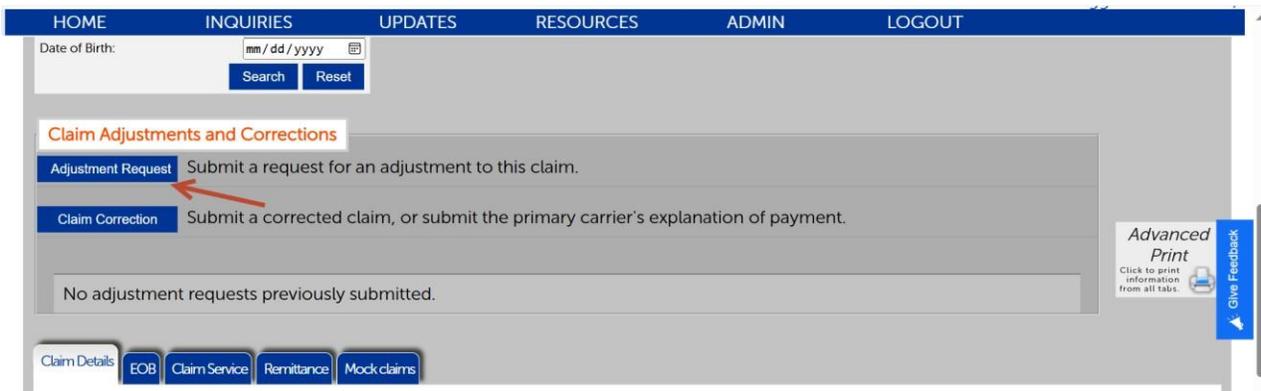


2. Locate the Claim

- After logging in on the main dashboard, **click on inquiries then select claims.**
- Enter the claim number in the appropriate field or the member ID and date of service, select enter.
- Once you locate the correct claim, click on the row to open the details.

3. Claim Adjustments and Corrections

- Scroll down and you will see the Claim Adjustments and Corrections box
- Click on **Adjustment Request**



- After you click adjustment request, you will see a box that states, “please select a reason for your request”.
- To send medical records, click on “**other adjustment reason not listed above**” if it applies.

Adjustment Request For Claim Number:
✕

Please select a reason for your request: ● Indicates Required Field

● Please make a selection:

<input type="radio"/> The claim was denied in error as a duplicate (explain code CB)
<input type="radio"/> The claim was denied for no pre-authorization, but pre-authorization was obtained
<input type="radio"/> The claim was overpaid/underpaid
<input type="radio"/> The health plan requested medical records (explain code 5Q or CI)
<input type="radio"/> The claim denied per industry standard guidelines (explain code 3Z)
<input type="radio"/> Check the status of a claim
<input type="radio"/> Other adjustment reason not listed above

Reset
Submit

4. Fill out the required information (contact name, phone, email...)

Please select a reason for your request:
✕

Please select a reason for your request: ● Indicates Required Field

● Please make a selection:

<input type="radio"/> The claim was denied in error as a duplicate (explain code CB)
<input type="radio"/> The claim was denied for no pre-authorization, but pre-authorization was obtained
<input type="radio"/> The claim was overpaid/underpaid
<input type="radio"/> The health plan requested medical records (explain code 5Q or CI)
<input type="radio"/> The claim denied per industry standard guidelines (explain code 3Z)
<input type="radio"/> Check the status of a claim
<input checked="" type="radio"/> Other adjustment reason not listed above

● Contact Name:

● Contact Phone:

Phone Ext:

● Contact Email:

● Have you previously discussed this claim with a Provider Service Representative?
 Yes No

Reset
Submit

- Once you click Yes or No, for “Have you previously discussed this claim” additional options will appear as listed in the box below.
- If you spoke to a representative, add their name in the box and if you did not speak to a representative, mark “No”.

- Check the box for the medical records disclaimer.
- Click select or drag a file to the box for review.
- You may provide additional information in the explain box and click submit.

• **Please make a selection:**

<input type="radio"/> The claim was denied in error as a duplicate (explain code CB)	• Contact Name: <input type="text"/>
<input type="radio"/> The claim was denied for no pre-authorization, but pre-authorization was obtained	• Contact Phone: <input type="text"/>
<input type="radio"/> The claim was overpaid/underpaid	Phone Ext: <input type="text"/>
<input type="radio"/> The health plan requested medical records (explain code 5Q or CI)	• Contact Email: <input type="text"/>
<input type="radio"/> The claim denied per industry standard guidelines (explain code 3Z)	
<input type="radio"/> Check the status of a claim	
<input checked="" type="radio"/> Other adjustment reason not listed above	

• Have you previously discussed this claim with a Provider Service Representative?
 Yes No

What is the name of the rep you spoke to?

I understand medical records should not be submitted unless the plan specifically requests them. Most adjustment requests do not require medical records for a claim review to take place.

Click "Select" or drag file to box below

• Upload Records: pdf, jpg, jpeg, gif, png, & tif

I prefer to mail my documents.

• Please Explain

Tip: If you need to upload multiple documents, repeat the process for each one.

Need help?

Contact Provider Support Services or your assigned Provider Engagement Specialist with failed uploads or technical issues at 330.996.8400 or email providerengagement@summacare.com.