



Real-Time Claims Inquiries

directprovider.com (dp.com) – The Coventry Health Care, Inc. owned secure provider portal which allows users to connect directly to our payer data management system so they can receive the most current information on real-time transactions and other Coventry specific provider healthcare transaction needs.

Emdeon Office – Coventry has also partnered with Emdeon to provide transactions to our providers through Emdeon's internet product

Overview

Claims inquiries can be performed online at your convenience.

Why Perform Online Claims Inquiries

- Inquiries can be done at the convenience of the staff 24/7
- Inquiries can be submitted in batch for review later
- Unlimited inquiries can be performed at one listing
- Information is available instantly
- Print screens can be included with the patient chart

Who Benefits?

- Billing Office Personnel
- Office Managers
- Accounts Receivable departments

Features

- Provides high level claims status information
- Online real-time claims checks
- Identifies if a claim has been paid, denied or is pending
- Identifies what has been paid, when and on what check or electronic funds transfer
- Identifies the charge amount and the payment amount
- Online claim reconsideration submission capability for claims in a final status