

Follow the steps below to create a claims report in the Provider Portal

STEP 1: From the home screen go to Claims>Claims Status and select the "show all Claims for this site" hyperlink

Claim Status

Please note, until a claim is finalized in Mass General Brigham Health Plan system, the final disposition of the claim is subject to change. For finalized claim detail, please refer to your Mass General Brigham Health Plan Explanation of Payment (EOP).

The Provider Portal will only display data for claims on which the currently selected site is the pay to entity.

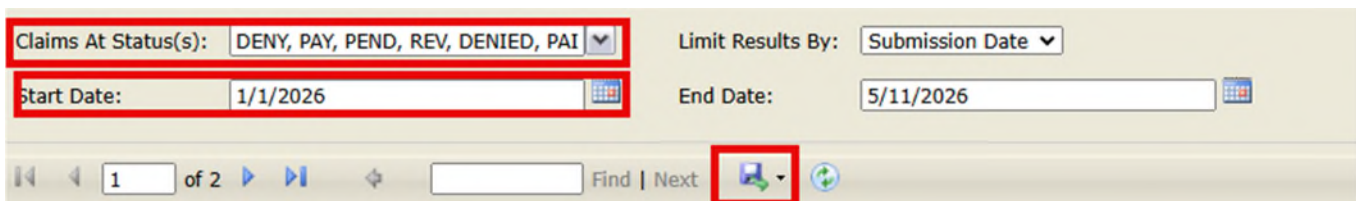
[Click here for Mass General Brigham Health Plan Claim Status definitions](#)


- **For Claim Number:** Enter Mass General Brigham Health Plan Claim ID, (exact match required).
- **For Member ID:** Enter Mass General Brigham Health Plan Member ID, (exact match required).
- **For Member ID Look-up:** Enter full or partial member name (Last, First) or date of birth.
- **For Current Site:** Only claims for the selected Site are shown.

View Claims By: 
OR [Show All Claims for This Site](#)

[Mass General Brigham Health Plan Provider Portal](#)

STEP 2: On the report page, change the perimeters for Claims At Status(s) to "Select All" and change the start date to January 1 of the current year or select a specific date range.



Claims At Status(s): DENY, PAY, PEND, REV, DENIED, PAI
Limit Results By: Submission Date
Start Date: 1/1/2026
End Date: 5/11/2026
1 of 2 Find | Next 

Once the report populates, you can save by selecting the floppy disk icon.

Notes:

- 1 DSNP claims are split into two claims (Medicare and Medicaid)
- 1 Medicare claims will have an alphanumeric E in the claim number series; the Medicaid claim will have an alphanumeric number S in the claim number series
 - 0000E0000 claims- Medicare claim-will always deny
 - 0000S0000 claims- Medicaid-will pay/deny with reason
- 1 Both claims will have the same patient control number and will appear on the same explanation of payment
- 1 When submitting denials for review, please record both the E and S claims. The S claim is needed for review of final decision