

**Administrative Simplification  
Web Validation Rating Worksheet  
BPR - Requesting & Receiving Claim Status Information**

*Health Plan:*

*Date:*

*BPR Version:*

*Facilitator:*

*Findings:*

**High Impact Best Practices:**

Practice		Finding
1. Consistent Information	HIPAA required information consistent across web site, transaction and customer service	
2. Claim Look-Up	<ul style="list-style-type: none"> <li>• Multiple Search Options</li> <li>• Time Period within specification</li> </ul>	
3. Search Results Information	All 6 items of Summary information plus Patient DOB & Member ID	
4. Claim Status Information	<ul style="list-style-type: none"> <li>• Only the most recent status information for the claim was presented</li> <li>• Status information was appropriate for claim and/or line</li> <li>• Status information was complete</li> <li>• Time Period within specification</li> </ul>	
5. Usability	Score of 3 or higher	

**Usability Score:**

**Medium Impact Best Practices:**

Practice		Finding
Single Sign On	Information accessible through OHP	
Claim Lookup	Claim lookup worked as expected	

**Conditional Practices:**

Practice		Finding
Search Results Information	Patient Control Number entered in look-up matched the number on the found claim	
Claim Lookup	If claim was adjusted, only the most recent instance of the claim was returned	

