

How to Submit a Claim with Third Party Liability (TPL)

1. Navigate to the Healthcare Portal.
2. Click “Claims” tab.
3. Click the claim type link you would like to submit (Submit Claim Prof **OR** Submit Claim Inst)
4. Enter the required fields that pertain to your specialty.
5. Check the “Include Other Insurance” box. Please note, this panel will not be seen until you advance to “Step 2.” This will populate any insurance information in the Medicaid system.
6. Click Continue.
7. Continue entering the required fields for the claim.
8. Click the sequence number of any other insurance line item to update.

Other Insurance Details						
Click the Remove link to remove the entire row.						
						Refresh Other Insurance
#	Carrier Name	Carrier ID	Policy ID	Paid Amount	Paid Date	Action
1	SOUTHWIRE AND AFFILIATES	CI1	321654		-	Remove
<input type="checkbox"/> Click to add a new other insurance.						

9. Update details such as the allowed amount, paid amount, and paid date for the specific other insurance carrier. *If the other insurance listed is not correct, click “Cancel Insurance” and click the “+” sign to expand “Click to add a new other insurance.” This will allow you to enter new insurance information.*

#	Carrier Name	Carrier ID	Policy ID	Paid Amount	Paid Date	Action
1	SOUTHWIRE AND AFFILIATES	CI1	321654		-	Remove

Carrier Name	SOUTHWIRE AND AFFILIATES	Carrier ID	CI1
Policy Holder Is	Person		
Policy Holder Last Name	RUFF	First Name	PATTI
Policy Holder Address	1234 MAIN STREET		
City	LITTLE ROCK	State	ARKANSAS
Zip Code	72235		
Policy Holder ID	<input type="text"/>		
Policy ID	321654		
Group Name	<input type="text"/>		
Responsibility	U-Unknown	Patient Relationship to Insured	18-Self
Paid Amount	<input type="text"/>	*Paid Date	<input type="text"/>
*Claim Filing Indicator	<input type="text"/>		
Release of Information	<input type="text"/>		
Assignment of Benefits	<input type="text"/>		

Click to add a new other insurance.

For instructions on how to Submit a claim, please refer to the “Submitting and Reviewing a Claim” job aid on the DHS website under Provider Training Information.

For more Training Tools and Resources, please visit the Provider Training Webpage at
<https://humanservices.arkansas.gov>



For more information call 1-800-457-4454