

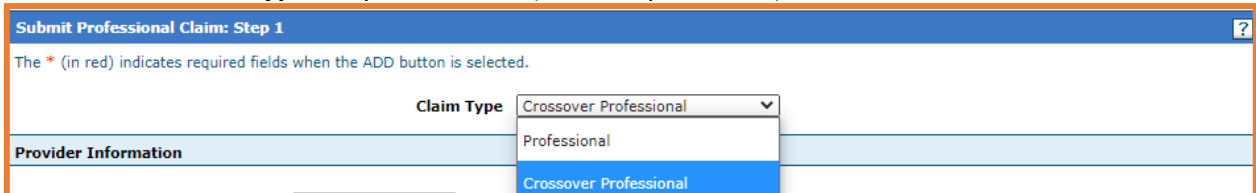
How to Submit a Medicare/Medicaid Claim

1. [Navigate to the Healthcare Portal](#)
2. Click on the **Claims** tab
3. Click on the desired **Claim Type** (**Submit Prof** or **Submit Inst**) link



- ▶ [Search Claims](#)
- ▶ [Submit Claim Dental](#)
- ▶ [Submit Claim Inst](#)
- ▶ [Submit Claim Prof](#)
- ▶ [Search Payment History](#)
- ▶ [Maintain Favorite Providers](#)
- ▶ [Saved Claims](#)

4. Click on the **Claim Type** drop down box. (See sample below)



Submit Professional Claim: Step 1 ?

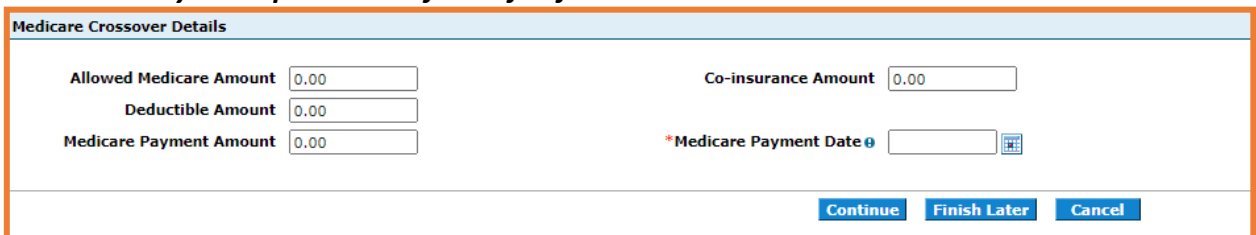
The * (in red) indicates required fields when the ADD button is selected.

Claim Type: Crossover Professional

Provider Information: Professional

Crossover Professional

5. Complete the fields that pertain to your claim under the **Provider Information**, **Beneficiary Information** and **Claim Information** panels.
6. Enter the **Allowed Medicare Amount**, **Deductible Amount**, **Medicare Payment Amount**, **Co-insurance Amount**, and the **Medicare Payment Date**. *This information should be available on your Explanation of Benefits from Medicare.*




Medicare Crossover Details

Allowed Medicare Amount:

Deductible Amount:

Medicare Payment Amount:

Co-insurance Amount:

*Medicare Payment Date: 

7. Click **Continue**
8. Complete the remainder of the claim and submit for processing.

Note: Refer to *“Submitting and Reviewing a Claim”* job aid for instructions on how to submit a claim.

For more Training Tools and Resources, please visit the DHS/DMS website at

<https://humanservices.arkansas.gov>