

Consociate • Dansig Provider Online Claims Access User Guide

Welcome to Consociate • Dansig Online Claims Access, an online source to benefit and claim information. We encourage you to utilize this guide to make the most of this convenient informational tool.

GETTING STARTED

- Using your internet browser, go to www.consociatedansig.com
- Under the Provider Customer Quick Tools click on **Claims Status** to enter the site.

New Users

- If you are a new user click **Register**.
- Enter a unique 6-digit User ID you are likely to remember.
- Enter the required information (name, address, etc....) Click **Next**.
- Select your type of provider and click **Next**.
- Click **Add TIN:**
- Enter the provider's TIN (Tax ID Number) and click **Submit**.
- Check the box if the correct provider name and address pears and click **Submit**.
- To add an additional TIN, click **Add TIN** or to proceed click **Next**.
- Verify the provider information and click Submit.

Note: You will receive your password via e-mail within 72 business hours. If you need immediate access please contact your Customer Service Department for more details at (800) 798-2422 or (217) 423-7788.

Registered Users

Simply enter your User ID and Password and click **Submit**.

TOOLS FOR YOUR USE

Following you will find a brief description of the tools Consociate • Dansig **Online Claims Access** has to offer. All navigation tools are on the left side of your screen. Simply click on the headings pertinent to the task you wish to complete.

Security

The Security feature allows you to:

- Change your password by clicking on Change Password, make the change and click Submit.
- Change your user ID or e-mail address by clicking on My Profile, making the change and click Submit.

Note: Address changes must be submitted in writing via fax (217) 423-4575.

INQUIRY

The inquiry feature allows you access to claims, coverage verification and links to other pertinent web sites.

Note: Verification of coverage and benefits information is based upon available data. It does not constitute a guarantee of coverage or payment of any claims. Be aware there may be outstanding claims not yet posted to an account.

Claims Inquiry

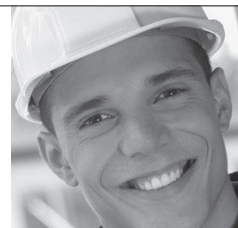
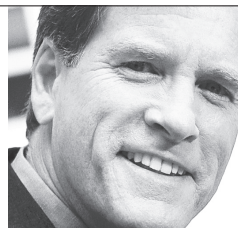
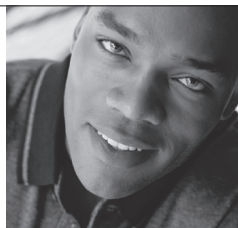
This feature allows the provider to check on the status of claims or view an Explanation of Benefits (EOB).

- To view a claim:
 - Click **Claims Inquiry**
 - Enter the Social Security Number of the insured and click **Submit**.
 - Select the name of the claimant you wish to inquire about from the drop down list
 - Enter a date range in which the claim occurred
 - Click Submit.
 - Also within this screen you can view the ICD-9 Codes. Simply click on the blue number for the code's description.
- To view a claim detail:
 - Click on the eyeglass icon under the View Detail column.
 - This screen allows you to view a copy of the **EOB** that is mailed to the provider and a copy of the check dispersed. Simply click on the **EOB/Checks** button (not available for all plans).
 - Also within this screen you can view the Procedure and Message Codes. Simply click on the **blue number** under the appropriate column.

Coverage Verification

This feature allows the provider to review the insured and their dependents coverage including: coverage type, deductible amounts and accumulators met. To access this information:

- Click **Coverage Verification**
- Enter the Social Security Number of the insured and click **Submit**.
- Choose a date and a claimant for which you want to verify coverage and click **Submit**.
- The claimant's eligibility will then appear.





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LINKS

This feature allows the provider easy access to the web sites of specific organizations that pertain to various plans.

HELP

If at any point you are having trouble navigating the site or have a question:

- Click on Contents and then Provider Tasks. A Provider Table of Contents will appear.
- Click on the topic of your inquiry.
- If you need additional help and would like to speak to a Customer Service Representative, please feel free to call us at (800) 798-2422 or (217) 423-7788.

Consociate • Dansig

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www.consociatedansig.com
Consociate • Dansig Third Party Administrator
Consociate Care Preferred Provider Organization

Full Range of Insurance Products & Services

Consociate • Dansig offers a comprehensive line of insurance & benefit services including;

Personal Coverage

Automobile
Homeowners
Boat/Motorcycle
Umbrella Liability
Individual Health
Short-term Medical Insurance
Long-term Care
Disability

Financial Services

Life Insurance
Estate Planning
Tax Free IRA
Mutual Funds
Buy-sell Agreements
Business Continuation

Employee Benefits

Group health & life insurance
Section 125 & 105 administration
Short- and long-term disability
Dental & Vision
Pensions & profit-sharing
Plan design & consulting services

Commercial & Business Exposures

Property
General liability
Contractor programs
Workers' compensation
Exclusive managed care programs
Umbrella
Various surety & bonds