



## Real-Time Claims Inquiries

In addition to [directprovider.com](http://directprovider.com), Mail Handlers Benefit Plan has partnered with Emdeon to provide electronic transactions to our providers through Emdeon's internet product. Click on the links below to find out more!

[directprovider.com](http://directprovider.com) (dp.com) – Mail Handlers Benefit Plan/Coventry owned secure provider portal which allows users to connect directly to our payer data management system so they can receive the most current information on real-time transactions and other Coventry specific provider healthcare transaction needs.

[Emdeon Office](#) – Mail Handlers Benefit Plan has partnered with Emdeon to provide transactions to our providers through Emdeon's internet product

### Overview

Claims inquiries can be performed online at your convenience.

### Why Perform Online Claims Inquiries

- Inquiries can be done at the convenience of the staff 24/7
- Inquiries can be submitted in batch for review later
- Unlimited inquiries can be performed at one listing
- Information is available instantly
- Print screens can be included with the patient chart

### Who Benefits?

- Billing Office Personnel
- Office Managers
- Accounts Receivable departments

### Features

- Provides high level claims status information
- Online real-time claims checks
- Identifies if a claim has been paid, denied or is pending
- Identifies what has been paid, when and on what check or electronic funds transfer
- Identifies the charge amount and the payment amount
- Online claim reconsideration submission capability for claims in a final status