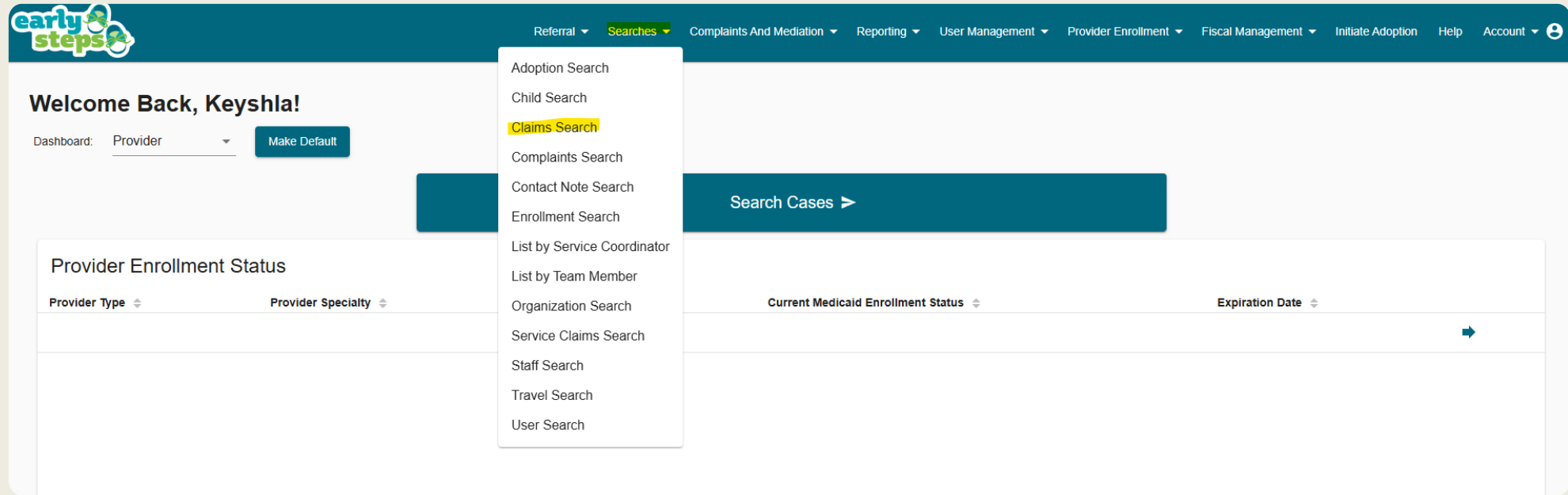




COMMUNITY PROVIDER

Updated 7/8/2026 by Keyshla Rodriguez Melendez, Sr. Billing Manager



Claim Status Search Steps 1

Locate the search drop down and select claims search

Claims

Search Criteria

ESDS ID	ESDS Claim ID	Claim Status None Selected	Payer None Selected
Child First Name	Child Last Name	Organization None Selected Error: At least one required	Provider None Selected
Service Date (On or After) 05/01/2026	Service Date (On or Before) 05/31/2026	Claim Submission Date (On or After) MM/DD/YYYY	Paid Date (On or After) MM/DD/YYYY
Service Type None Selected	CPT Code	Check Number	Migrated Not Selected
Uf Reference Number			
Search Clear			

Claim Status Search Steps 2

Fill in your agency name under organization. Input the date range you want to look for. I suggest doing the month of billing ex: 05/01/2026 for service date on or after and 5/31/2026 service date on or before. In this section you can also filter by the child's name if you are looking for a specific claim.

Search Results

Payer ▾	Provider ▾	ESDS ID ▾	Child ▾	Claim ID ▾	Claim Status ▾	Claim Frequency ▾	CPT Code ▾	Service Date ▾	Submitted to Payer Date ▾	Claim Charge ▾	Payer Paid Amount ▾	Part C Amount Requested ▾	Paid Date ▾	Reversal ▾
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Claim Status Search Steps 3

Once you hit search all the claims for the date range will appear and you can see the claim status. Please see the following page for the explanation of what each status means.

Status is updated to Fully Paid within 2-3 business days from when you receive payment notification

Claim Status Meanings

- **PENDING BILLER REVIEW:** claim was made and provider needs to review and approve to submit to us for payment
- **PENDING PART C BULK/MANUAL REVIEW:** claim has been submitted to the LES (billing department) to be reviewed and approved/rejected
- **PART C APPROVED:** Billing Specialist has approved claim, and it has been pushed by the manager to get ready to send out for payments
- **PENDING PART C EXTRACT:** claim has been pulled to submit the extract report to accounting
- **PENDING PART C PAYMENT:** extract report has been submitted to accounting for payment to be issued
- **FULLY PAID:** payment has been sent out, and claim has been updated with check/ach number and date it was paid
- **PAYER REJECTED:** Billing Specialist has sent back to provider to correct
- **DENIED:** Claim has been marked as not payable
- **VOID:** claim has been marked by provider to not submit for payment
- **DUPLICATE:** claim has been submitted more than once -- claim not payable
- **PENDING UPDATES:** this status is shown when a provider sends claims back to themselves while they are working their pending biller review dashboard

Claim Status Report through ESDS

Go to Reporting/ Personalized reports/ then choose reports you can personalize, personalized or delivered.

Program: Search for your company name (XXX), choosing both the XXX Earlyservices and XXX Therapist as they are applicable to your agency.

Non-Insurance payer name: Part C

Payment on or after Date: mm/dd/yy 1st of the Month the check was cut

Payment on or Before Date: last day of the month

Run Report: XLSX

An email will be sent when a report is completed, click on MY REPORTS, and you will see the screen with status of report, click blue arrow to download. You can also download from email if you prefer.

Flow of Claims

1. Contact note is created and submitted for billing
2. Claim enters Pending Biller Review status
3. Claim goes to either Pending Part C Bulk Review or Pending Manual Review
 - Manual Review is for claims sent in with an override, a waiver or an EOB
4. Claim is either approved or sent back to the provider to fix
 - If approved and good to go it will say Part C Approved
 - If rejected it will say Payer Rejected
5. Once approved and the claims are pulled on a report to send to accounting so they can cut a check that status is Pending Part C Extract
6. Once the extract (report) has been sent to the accounting department it will enter a Pending Part C Payment status while a check is cut
7. Once payment has been sent and the billing department is given your check/ach numbers the claims will be updated to Fully Paid with the date the payment was made and ach/check number –this part will be updated within 2-3 business days after you receive notification that payment has been made, please do not email during this time for claim status if after 3 business days it has not been updated email your biller not the email the notification came from.

Payments may be made in smaller batches if fund allow. Please allow up to 30 days from submission to receive payment per your contracts.

WHO TO EMAIL

- ❖ Billing questions regarding your monies, claim status, rejections and reproprocesses go to your biller/billing department.
 - ❖ Allow your billers 2-3 business days to respond to your email as your billers are focused on pushing your claims out for payment. Please do not start a new thread when asking for a follow up just go to your sent box and reply to the email asking for a follow up and cc the billing lead or the billing manager if you haven't received a response.
- ❖ Auth issues, visit frequency, issues w/ starting visits, and requesting part c coverage instead of billing MED/TPIN go to your service coordinator for the child in question
- ❖ Insurance error messages go to the provider liaison (you can still submit the claim if its part c w/ override)
- ❖ Professional liability, auto insurance, account suspended status issues, and organization errors go to your provider liaison

Emails sent to the incorrect departments will cause you to receive a delayed response

Point of Contacts for Billing Inquiries

TREASURE COAST

- Agencies are split in half in alphabetical order
 - Agencies A-L: Nataly Rodriguez Salazar nrodriguez-salazar@esfl.org
 - Agencies N-Z: Neyshma Rodriguez Melendez nrodriguez-melendez@esfl.org
 - Billing Lead for escalations: Joaneliz Lopez jlopez@esfl.org
 - Billing Department Manager: Keyshla Rodriguez Melendez krodriguez-melendez@esfl.org

**If your agency name is your first and last name where you fall is based on what you use for your Tax ID. If you use your social security number as your Tax ID then it will be based off your last name. If you have a Tax ID then it will be based off your first name.

NORTH BEACHES

- Agencies are split in half in alphabetical order
 - Agencies A-J: Josette Malcolm jmalcolm@esfl.org
 - Agencies K-Z: Zion Hill zhill@esfl.org
 - Billing Department Manager for escalations: Keyshla Rodriguez Melendez krodriguez-melendez@esfl.org

Other Inquiries Points of Contact

North Beaches

Treasure Coast

- Provider Liaison:
 - Laura Restrepo lrestrepo@esfl.org
- Provider Relations Manager:
 - Angie Gonzalez agonzalez@esfl.org

- Provider Relations:
 - Tami Kruger
tkruger@esfl.org
- Professional Development and Credentialing Coordinator:
 - Natalie Cardona
NCardona@esfl.org

Service Coordinators contacts are based on the one assigned for the child