Claim Activity Journal

This video will showcase how to find and review the claim activity journal on a claim in the VitalPoint® portal.

Once the claims professional has logged into the portal and located the claim, they can review the claim activity journal.

To review the claim activity journal, they will click on the Reports button. Once clicked, they will click on the menu option - Claim Activity Journal.

The claim activity journal will display a record each time an activity occurs on a claim. It will include any VitalPoint® transactions, claim notes, manage medication, manage physicians and prior authorization request form outcomes.

The report will default to display the last 365 days of activity for this claim. If needed, the date range of the data displayed can be customized by using the Start Date and End Date fields and clicking Submit.

Each column's data can be filtered by using the funnel icon. Each funnel will change based upon the column selected. There is also an arrow icon that can be used to sort the data in each column.

Specific details regarding each activity type can be viewed by clicking on the chevron icon. The transaction details, medication details, notification details and decision details will display.

The claim activity journal can be exported into a PDF format by clicking on the export to PDF button.