



UHIP

How to check the *status* of a claim

Please register online at clients.cowangroup.ca, before you use the member portal.

Follow the instructions on the “**How to register for clients.cowangroup.ca**” tutorial from the UHIP site.

If you have already registered, sign in at clients.cowangroup.ca.

How to view claim history on the portal:

1. From the home screen click on “Claims” on the left-hand menu. Then click on “Claims History”.

The screenshot shows the Cowan UHIP member portal interface. The top navigation bar includes the Cowan logo, the text 'UHIP - Sample University', and user information 'Contact Us | FR | Samantha'. The left-hand menu is dark green and contains the following items: 'Submit a claim', 'Home', 'My Account', 'Claims' (highlighted with a red box), 'eStatements', 'eProviders', 'My ePackage', 'Group Benefit Statement', 'Billing Statement', and 'Booklet'. The main content area is white and features a 'Claims' header with a background image of hands writing on a notepad. Below the header, there is a section titled 'Register today to view your explanation of benefits statements online.' with a link '> Register for eStatements'. Further down, there is a list of options: '> eClaims Submit a claim', '> eStatements View my explanation of benefits statements', '> Claims History View your claims history' (highlighted with a red box), and '> Maximums View your benefit plan maximums'.

2. From here you can search your claims history to view previously submitted claims.

You can search your claims by the date you visited the provider (service date) or by the date your claims were processed.

Once you have entered your search dates hit **Submit**.

Search

Service Date **Date Processed**

From:

To:

Patient:

System:

Submit

3. Your claims will appear in a list. Click on any claim to view the details about the claims as well as the status.



Have a question?

Call us at **1-833-377-8447**, from 8 a.m. to 5 p.m. ET, Monday to Friday.

