

Not finding your claim on HealthPartners provider portal?

HealthPartners Provider portal claims inquiry reflects REAL TIME claim information

Here are some things to check before you call HealthPartners:

- Ensure the claim was submitted to the correct HealthPartners (located in Minnesota).
 - Information is available on the back of the member's HealthPartners ID card.
- Electronically submitted claims:
 - Check with your software or vendor partner to ensure it was submitted and received.
 - Here are some questions to ask your vendor:
 - Verify the claim was submitted to the correct payer id.
[Check here to find approved clearinghouses and payer ids.](#)
 - Verify the claim was received by HealthPartners.
- Paper submitted claims:
 - It can take up to 14 days for paper claims to be received and processed into HealthPartners systems.
 - Ensure your paper claim was mailed to:

HealthPartners Claims Mailing Address
HealthPartners Claims Department
P.O. Box 1289
Minneapolis, MN 55440-1289

HealthPartners Dental Mailing Address
HealthPartners Dental Claims Department
P.O. Box 1172
Minneapolis, MN 55440-1172

Other things to check:

- Use the Tax id and NPI access application to ensure the NPI is in your security profile.
- Make sure the dates of service entered in your inquiry match the dates of the claim.
- If you submitted the patient control number on the claim, you can use that to search.