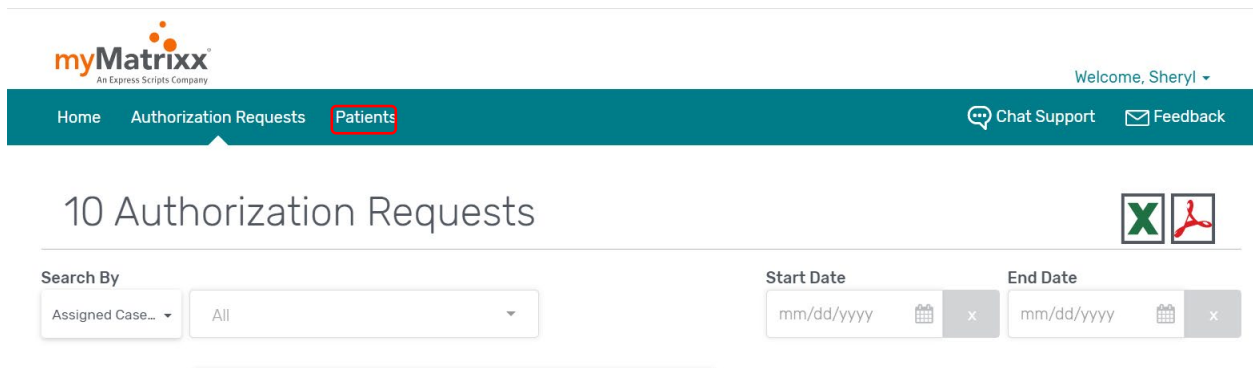


REOPEN AN INACTIVE CLAIM

1. Click on the Patients Tab in MyPassport and type in the claim number:

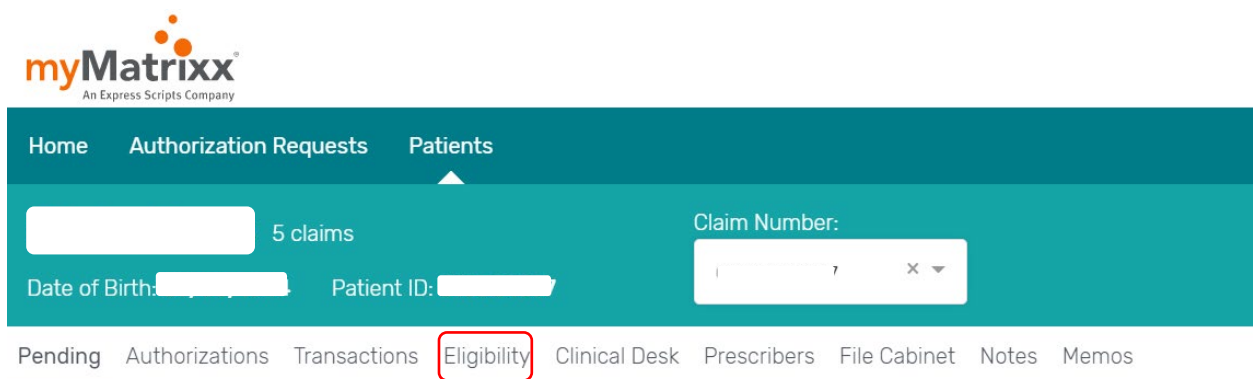


The screenshot shows the myMatrixx Patients tab interface. The header includes the myMatrixx logo, navigation links (Home, Authorization Requests, Patients), and a user greeting (Welcome, Sheryl). Below the header, there are search filters for 'Assigned Case...' and 'All', and date pickers for 'Start Date' and 'End Date'. The main content area displays '10 Authorization Requests' with icons for a green 'X' and a red 'X'.

2. If more than 1 record shows, click on the “Claim Status:” that shows “Open”:

Subcarrier: K9K						
Claim:	State of Jurisdiction:	Injury Date:	Case Owner:	Claim Status:	Term Date:	Group:
	MT		Ryan Ganno	Open	06/28/2024	STRATEGIC CLAIMS (SC)
Subcarrier: K9J						
Claim:	State of Jurisdiction:	Injury Date:	Case Owner:	Claim Status:	Term Date:	Group:
	MT		Michael Sell	Closed	08/02/2022	SELECT 2 (S2)

3. Click on the “Eligibility” tab, 4th from left:



The screenshot shows the myMatrixx Eligibility tab interface. The header includes the myMatrixx logo, navigation links (Home, Authorization Requests, Patients), and a user greeting (Welcome, Sheryl). Below the header, there are search filters for 'Assigned Case...' and 'All', and date pickers for 'Start Date' and 'End Date'. The main content area displays '10 Authorization Requests' with icons for a green 'X' and a red 'X'.

4. Locate the correct claim number record if more than one claim shows.
5. Click the ‘x’ next to the ‘Term Date’ and then click the ‘Update Eligibility’ box.

Term Date: 06/28/2024 Claim Status: Open

Sub Carrier: MONTANA STATE FUND OLD (K9K)
Group: STRATEGIC CLAIMS (SC)

Term Date: 06/28/2024 x

Claim Status: Open

Update Eligibility

Case Owner Details:
RYAN GANNO
rganno@mt.gov
(000) 000-0000
[ICD/Condition Details](#)

Nurse Case Manager or Supervisor Details:
State: MT
Date of Injury: ?

Last card sent: 11/23/2022
[Send New Card](#)
[View Card](#)
Last opt-in text sent: N/A
Last card text sent: N/A
[Text Card Event History](#)
[Text Card](#)

This will reopen the 'card' so that the medications don't deny for inactive claim.