

Important Points

- The Claim History Wizard allows current and previously insured individuals, CRICO institutions and non-CRICO organizations to request claims histories from CRICO directly.
- As a credentialing specialist at a CRICO organization, you may have access to obtain this document through CRICO's database, XMAPS. Please note that the Claim History wizard is an alternative that should be utilized when:
 - 1) You do not have access to the CRICO database, XMAPS
 - 2) You are attempting to obtain a claim history for an employee (i.e. a non-physician) or
 - 3) When you attempt to obtain a claims history through XMAPS for a physician, and you are instead directed to this portal. -This occurs when the physician you are requesting has activity on their claims history record.