

BLUERIDE

Availity Essentials Remittance Viewer

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REMITTANCE VIEWER

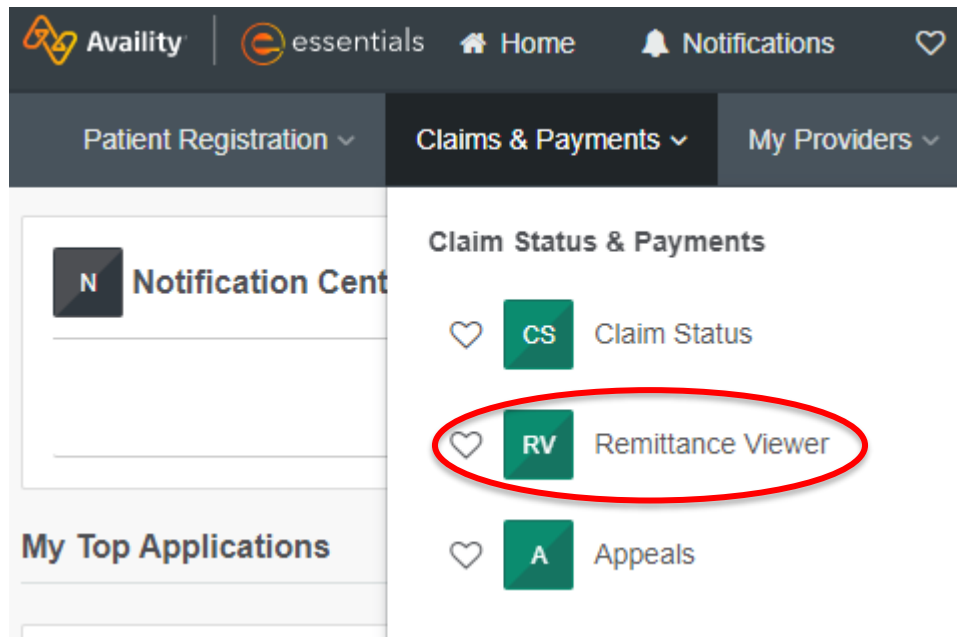
- Remittance Viewer

- If this is the first time you are searching for a remittance, then you will need to complete the “Manage Access” steps.
- The Remittance Viewer application allows the provider to access details on how the claim was processed.

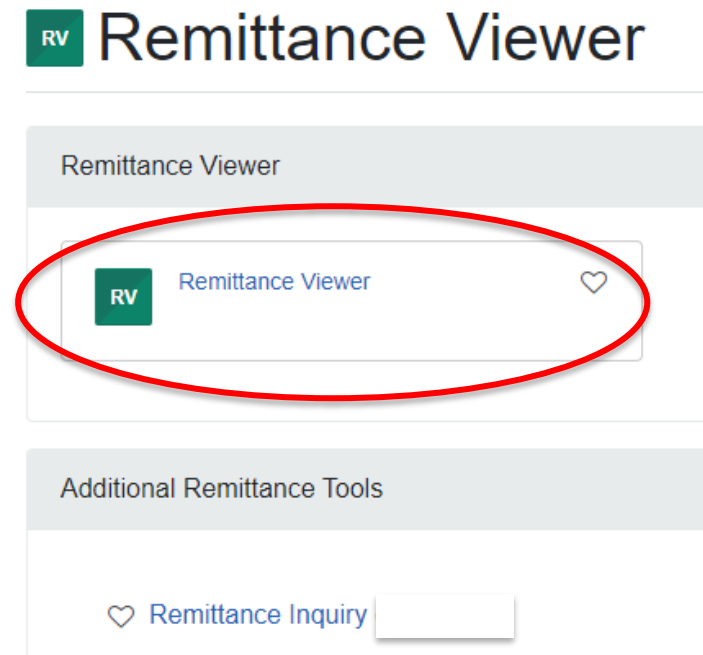
****YOU WILL NEED TO COMPLETE REGISTRATION PRIOR TO ACCESSING THIS INFORMATION. IF YOU HAVE NOT FINISHED THE REGISTRATION PROCESS, COMPLETE THAT FIRST, THEN RETURN TO THIS DOCUMENT**

REMITTANCE VIEWER

To start: go to the “Claims & Payment” drop down menu, choose “Remittance Viewer”

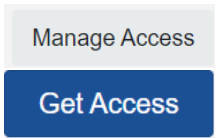


Choose Remittance Viewer on next page



MANAGE ACCESS

- If this is the first time you are searching for a remittance, then you will need to complete the “Manage Access” steps.
 - Click “Manage Access” button located in upper right corner of the screen
 - Click “Get Access” button located on the right side of the screen
 - Complete the fields on the screen, click “Get Access” button



Get Access

Can't find a remit? Please authenticate your organization to access remittance information, by providing check or EFT information for an ERA you received within the past 30 days (recommended) or most recent ERA file/EOB.

[? Why am I being asked to provide payment information?](#)

Organization

Payee Tax ID

Check/EFT Trace Number

Check/EFT Amount

Check/EFT Date



Availity takes privacy and information security very seriously. You have to provide payment information only if you fall into the following categories:

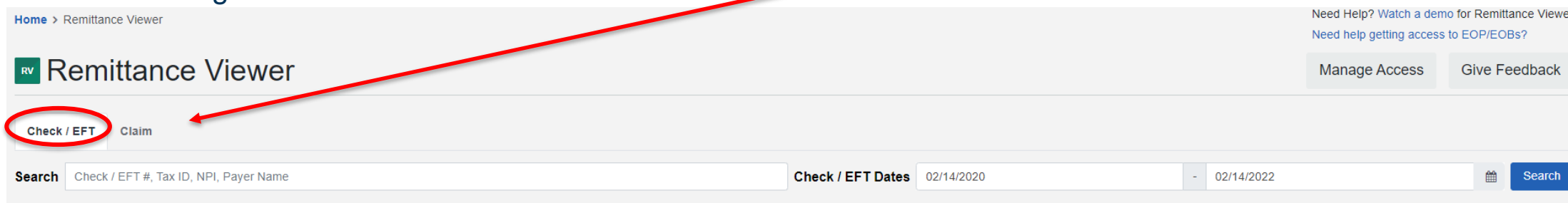
- You're missing payers in the "Manage Access" screen of Remittance Viewer and you do not currently receive x12 835 files in an Availity mailbox.
- You need access to a payer that just became available on Availity.
- You need to add a Tax ID or NPI that is not on the "Manage Access" screen of Remittance Viewer.

REMITTANCE VIEWER, CONTINUED

To search by Check or EFT Number, enter the information in the search box using one of the following:

- Check/EFT number
- Payee Tax ID
- National Provider ID
- Payer Name – Blue Plus of Minnesota
- Choose date of Check/EFT
 - The date is defaulted from 2 days to 2 years
 - Change date as needed

The system will default your tab choice to CHECK/EFT. To search for a single claim, choose the CLAIM tab. See next page for more details.



The screenshot shows the Remittance Viewer interface. At the top left, there is a breadcrumb trail: Home > Remittance Viewer. Below this is the title 'Remittance Viewer' with a small 'RV' icon. To the right of the title are two buttons: 'Manage Access' and 'Give Feedback'. Below the title are two tabs: 'Check / EFT' (which is circled in red) and 'Claim'. Below the tabs is a search bar with the placeholder text 'Check / EFT #, Tax ID, NPI, Payer Name'. To the right of the search bar are two date input fields labeled 'Check / EFT Dates' with the values '02/14/2020' and '02/14/2022'. To the right of the date fields is a calendar icon and a blue 'Search' button. A red arrow points from the 'Check / EFT' tab to the search bar. Another red arrow points from the 'Search' button to a text box below it.

To view results,
Click "Search"

REMITTANCE VIEWER, CONTINUED

Example of search by Check/EFT number

RV Remittance Viewer Manage Access Give Feedback

Check / EFT Claim

Search Check / EFT Dates - Search

✕ Check / EFT Number

Filter by: Clear all filters «

Organization

Check / EFT Amount
\$

Date Received by Availability
Start Date - End Date 📅

Filter

Payments issued from 01/21/2020 to 01/21/2022 Download CSV

Check/EFT #	Payer	Payee	Check/EFT Date	Received by Availability	Check/EFT Amount	Actions
<input type="text" value="1234567890"/>	BLUERIDE TRANSPORTATION	<input type="text" value="Provider ABC"/>	01/02/2022	01/05/2022	\$0.00	👤 📄 📄

« First 1 Last » Showing 1 - 1 of 1 Remits

« First 1 Last » Showing 1 - 1 of 1 Remits

Click on check number for more details.

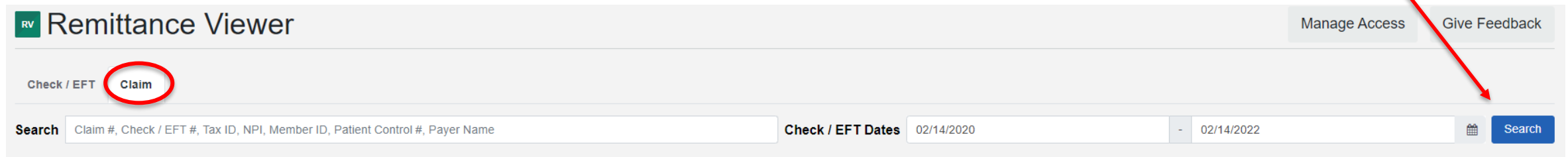
Quick access to information, check details or to download

REMITTANCE VIEWER, CONTINUED

To search by claim the information in the search box using one of the following:

- Claim Number
- Check/EFT Number
- Payee Tax ID
- National Provider ID
- Member ID
- Patient Control Number
- Payer Name – BlueRide Transportation
- Choose date of Check/EFT
 - The date is defaulted from 2 days to 2 years
 - Change date as needed

To view
results, Click
“Search”



The screenshot shows the 'Remittance Viewer' interface. At the top left, there is a green 'RV' icon and the text 'Remittance Viewer'. On the right side, there are two buttons: 'Manage Access' and 'Give Feedback'. Below this, there is a navigation bar with two options: 'Check / EFT' and 'Claim'. The 'Claim' option is circled in red. Below the navigation bar, there is a search section. It includes a 'Search' label, a text input field containing 'Claim #, Check / EFT #, Tax ID, NPI, Member ID, Patient Control #, Payer Name', a 'Check / EFT Dates' section with two date pickers (02/14/2020 and 02/14/2022) and a minus sign between them, a calendar icon, and a blue 'Search' button. A red arrow points from the text box above to the 'Search' button.

REMITTANCE VIEWER, CONTINUED

Example of search by claim number

RV Remittance Viewer
Manage Access
Give Feedback

Check / EFT **Claim**

Search

x Claim Number 1234567890

Check / EFT Dates -

Filter by: Clear all filters <<

Organization

Patient Name

Patient ID

Check / EFT Amount

Payments issued from **01/21/2020** to **01/21/2022**

Service Dates	Claim #	Payer	Check/EFT # (Check/EFT Date)	Patient Name (Patient Control #) (ID)	Patient Amt	Total Charged Amt	Total Paid Amt	Actions
12/03/2021 - 12/03/2021	1234567890	BLUERIDE TRANSPORTATION	998877 (01/02/2022)	Joan Smith Pt Acct # LMN123456789	\$0.00	\$1,639.12	\$55.08	<input type="button" value="Download"/>

Click on claim number for more details

Click to download

REMITTANCE VIEWER – LINE DETAILS

The line details will show the Claim Adjustment Code to indicate the reason a claim was not paid in full or completely denied.

Examples include: (OA – other adjustment, CO – contractual obligation,

OA – A1 – Claim/Service denied – authorization submitted is for common carrier, services billed are for special transportation code(s)

OA – 15 – The authorization number is missing, invalid or does not apply to the billed services or provider

OA – 16 – Claim/service lacks information or has submission/billing error(s) – missing pickup and/or drop off address

OA – 27 – Expenses incurred after coverage terminated

OA – 31 – Patient cannot be identified as our insured

OA – 125 – Submission/billing error(s) – claim submitted was a replacement claim but there was no original claim to match to

CO – 45 – Charge exceeds fee schedule/maximum allowable or contracted/legislated

Service Line Information (2) Collapse All Service Lines Rows									
Service Dates	Line Item Control #	Adjudicated CPT	Submitted CPT	Submitted Units	Paid Units	Allowed - Actual	Charge Amount	Adj Amount	Paid Amount
12/01/2021 - 12/01/2021	Supplemental	HC:A0100:RP			1	\$0.00	\$20.00	(\$20.00)	\$0.00
Business Scenarios	Proprietary Codes	Remittance Adjustment Remark Codes		Claim Adjustment					
		No Remittance Advice Codes were found.		Claim Adjustment Group Codes		Claim Adjustment Code/Desc		Adjusted Units	Adj Amount
				OA - Other Adjustments		18 - Exact duplicate claim/service (Use only with Group Code OA except wher..			(\$20.00)
						View More			

THANK YOU

For technical support contact Availity 1-800-282-4548 or 1-800-AVAILITY. Or select **Help & Training | Availity Support** for additional Availity assistance.