Remittance Viewer User Guide

via Availity® Provider Portal

Nov. 2020

The Availity Remittance Viewer tool is an electronic solution that offers providers and billing services the ability to search, view, sort, save and print payment and remittance information. This tool is available to registered Availity users that are currently enrolled to receive the Electronic Remittance Advice (835 ERA) from Blue Cross and Blue Shield of Texas (BCBSTX). Listed below you will find detailed information as well as helpful hints to retrieve remittance information.

If you are not enrolled for ERA delivery from BCBSTX, refer to the Availity EFT & ERA Enrollment User Guide for instructions.

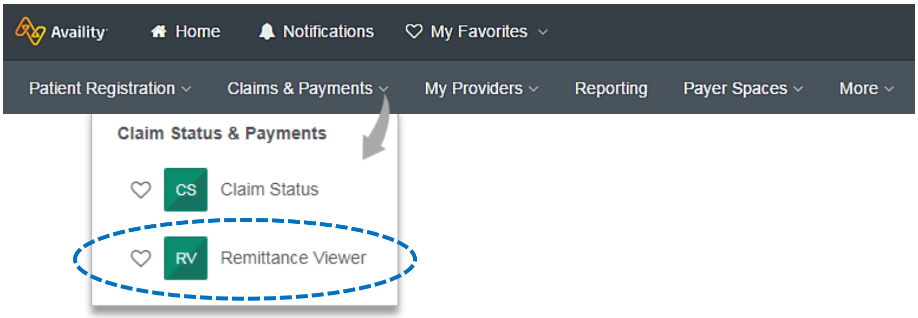
1) Getting Started

- Go to Availity
- Select **Availity Portal Login**
- Enter User ID and Password
- Select **Log in**

Note: *Only registered Availity users can access and use Remittance Viewer.*

2) Accessing Remittance Viewer

- Select **Claims & Payments** from the navigation menu
- Select **Remittance Viewer**

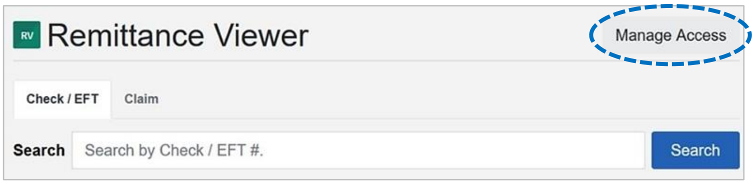


Note: *Contact your Availity Administrators if* ***Remittance Viewer*** *is not listed in the Claims & Payments menu.*

3) Managing, Granting and Getting Access

Administrators must first complete the following authentication process to use Remittance Viewer. If your organization has already completed this process, proceed to step 4.

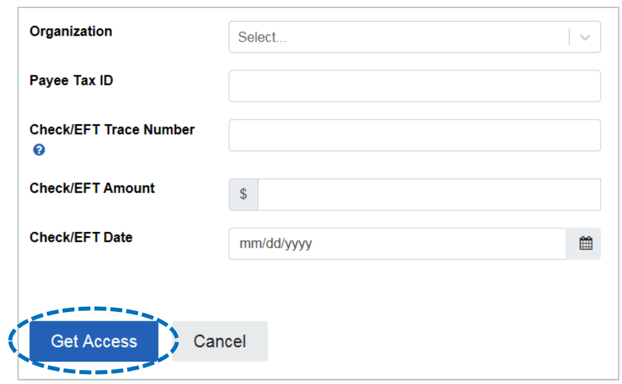
- Select **Manage Access** on the Remittance Viewer home page



3) Managing, Granting and Getting Access *(continued)*

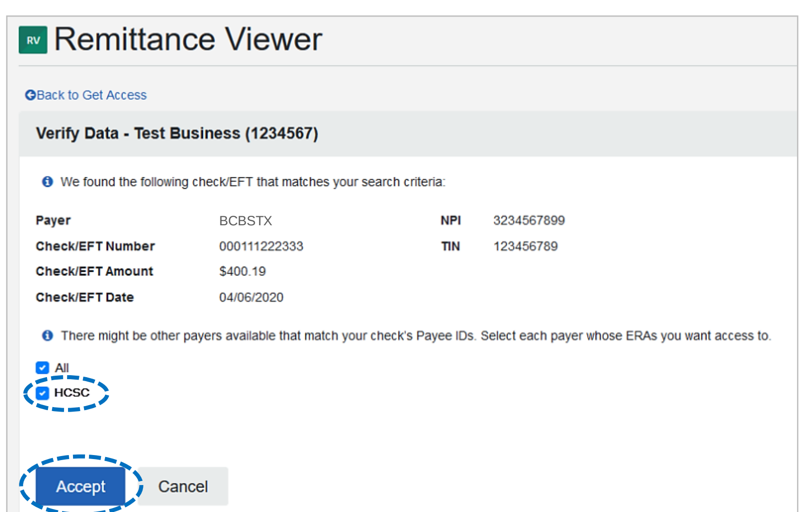
- Under **Manage Access**
  - Search for your **Organization ID**
  - Select **Get Access** – *get access to stored 835 ERA data for your provider organization*

- Complete the **Authentication** on-screen wizard (this **one time** process must be completed for each of your billing NPIs).
  - Select **Organization**
  - Enter **Tax ID**
  - Enter 15 digit **Check/EFT Trace Number**
  - Enter **Check/EFT Amount**
  - Enter **Check/EFT Date**
    - **Paper Check - use the issue date**
    - **EFT Payment - use the deposit date**
  - Select **Get Access**



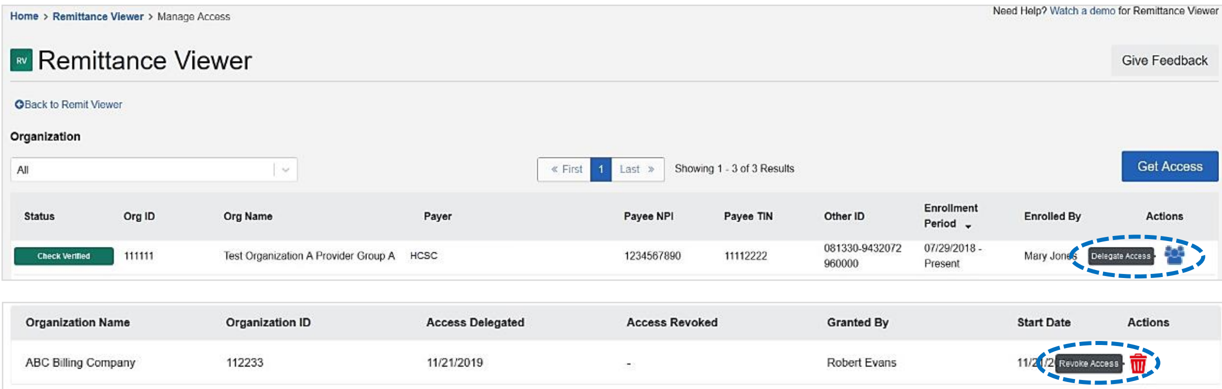
> ***Quick Tips:***
>
> → *Complete Authentication using a payment received from BCBSTX within the last 30 days.*
>
> → *How to manually create the Check/EFT trace number:*
> *Enter C, the last two digits of the year payment was issued, 3 digit Julian date (paper check use issue date, EFT use deposit date), the 8 digit check/EFT number, and enter zero for the last number (e.g., C20123123456780).*

- On the **Verify Data** page
  - Select the **Payer** whose ERAs you want to access to
  - Select **Accept**
  - Logout of Availity and log back in



3) Managing, Granting and Getting Access *(continued)*

- Under **Actions**
  - Select the **Delegate Access icon ( )** under **Actions** to give access to another organization or your billing service
  - Select the **Revoke Access icon ( )** under **Actions** to revoke access for a delegated entity *(e.g., billing service)*



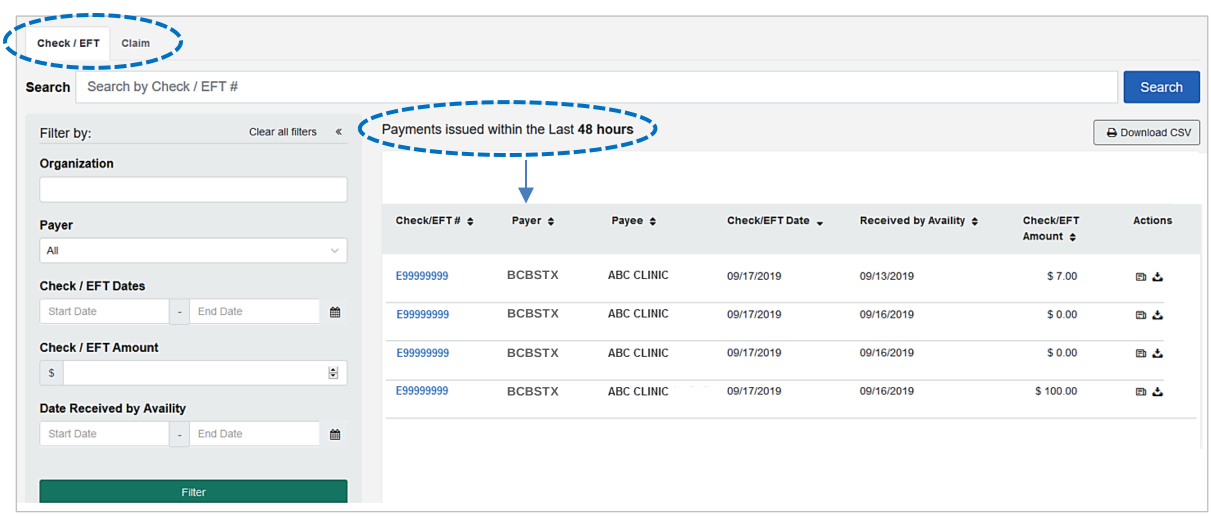
> ***Quick Tip:***
>
> → *When delegating access to another organization (e.g., billing service), that organization must be registered with Availity to access 835 ERA data in Remittance Viewer. You will need their Availity Customer ID.*

4) Search Options & Navigation

Remittance Viewer will display the provider organization's last 48 hours of remittances upon opening the tool.

Search Options:

- Search by **Check/EFT** (Electronic Funds Transfer) number
- Search by **Claim** number
- **Filter by** functionality



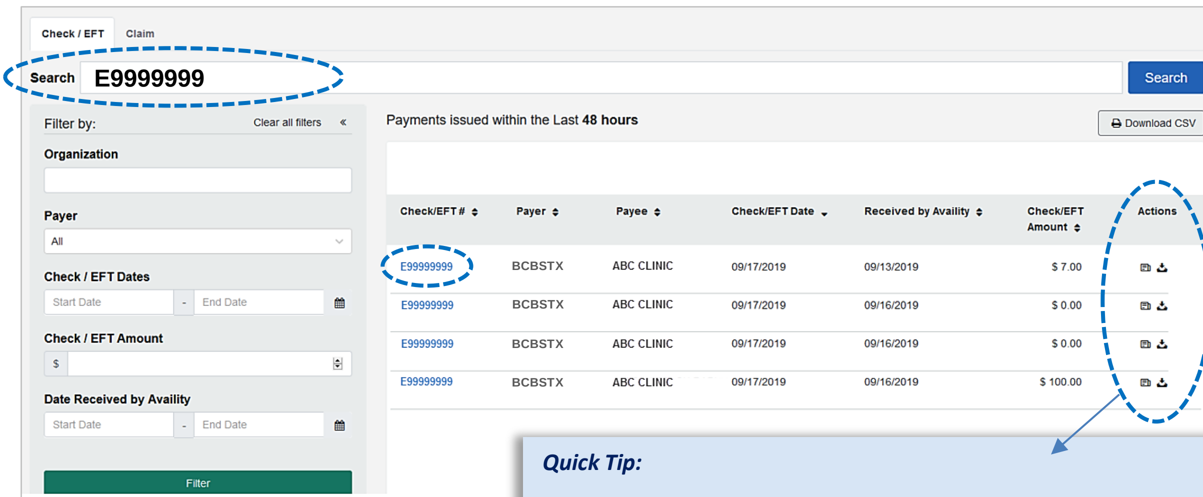
5) Search by Check/EFT

- Select the **Check/EFT** tab
- Enter the BCBSTX check or EFT trace number

  Note: *Users can search by using a whole or partial check/EFT number. When searching with a partial number, those numbers can appear anywhere within the BCBSTX check/EFT numbers returned.*

- Select **Search**
- Next, select the returned **Check/EFT #** to view details

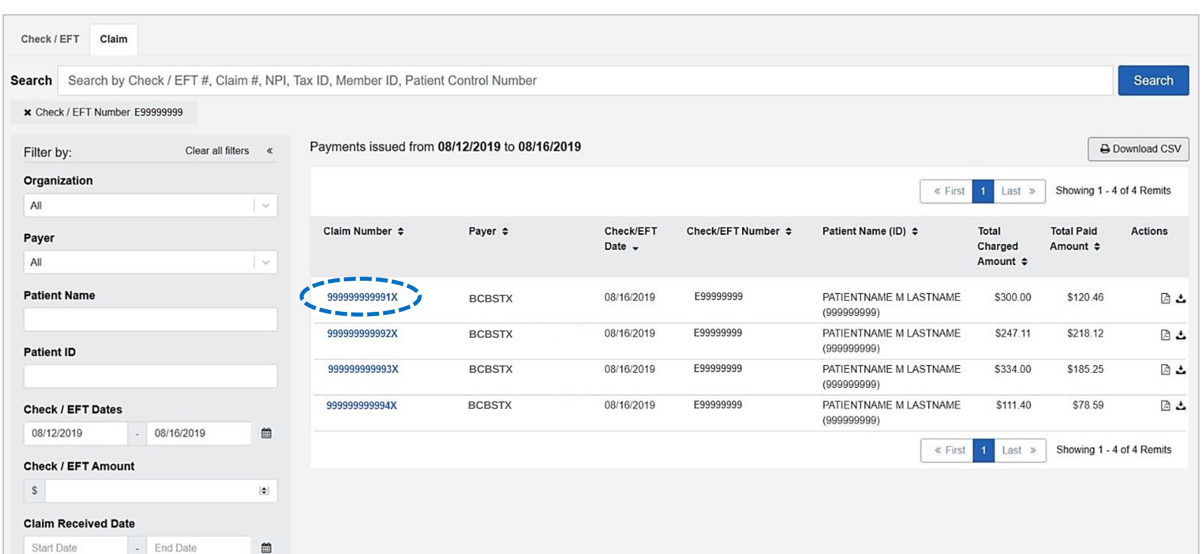
  Note: *Use* ***Filter by*** *options to narrow the search and locate specific payment summary details.*



Quick Tip:

→ *Select the* ***Ledger icon*** *to view any provider adjustments that may have been made to this payment, or* ***Download icon*** *to create a PDF version of the check/EFT details.*

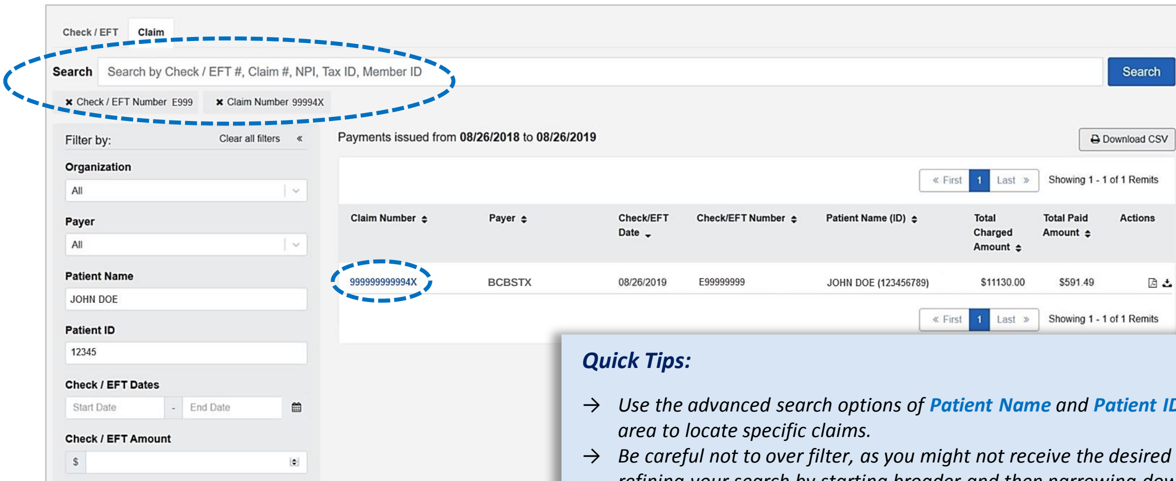
- All applicable claims for the Check/EFT search will return, along with total paid amounts on each claim
- Select the corresponding **Claim Number** to view processing details



6) Search by Claim

- Select the **Claim** tab
- Enter the BCBSTX claim number
- Select **Search**
- Next, select the returned **Claim #** to view processing data *(i.e., adjustments, service line details and supplemental data)*

Note: *Users can search by using a whole or partial claim number. However, for claims, you can search with multiple criteria at the same time (i.e., check, claim, NPI, Tax ID, member ID and/or patient control number. If entering partial criteria, users must select which criteria is desired to complete the search.*



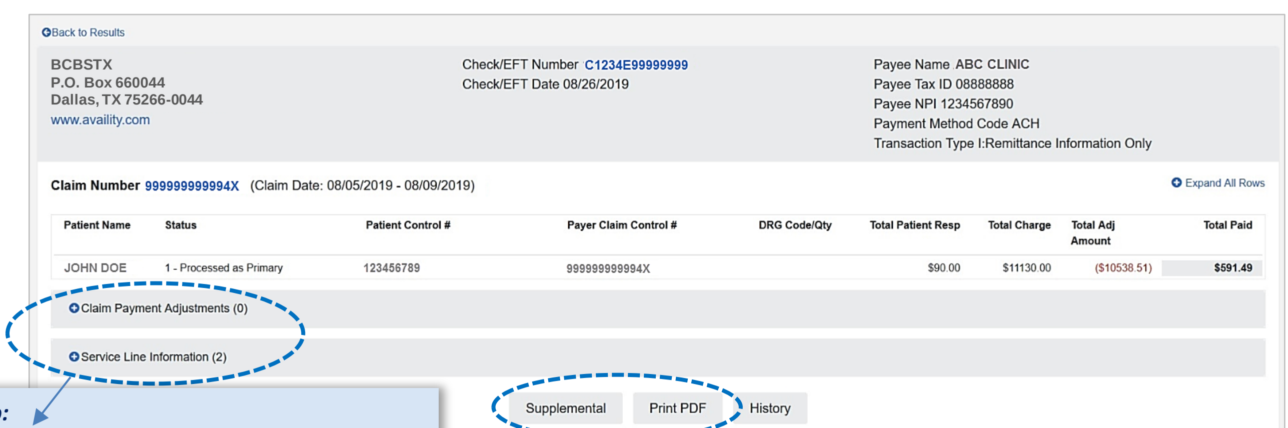
Quick Tips:

→ *Use the advanced search options of **Patient Name** and **Patient ID** in the **Filter by** area to locate specific claims.*

→ *Be careful not to over filter, as you might not receive the desired results. Consider refining your search by starting broader and then narrowing down criteria.*

7) Viewing Claim Results

- All applicable claims for the Claim Number search will return, along with any adjustments and/or service line details
- Select **Supplemental** to view inpatient and outpatient adjudication information
- Select **Print PDF** to create and print results



Quick Tip:

→ *Expand the **Claim Payment Adjustments** and **Service Line Information** to view additional processing details.*

Have questions or need additional education? Email the [Provider Education Consultants.](#)

Be sure to include your name, direct contact information & Tax ID or billing NPI.