

Aug. 2021

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 Oklahoma (BCBSOK). Listed belowyou will find detailed information as well as helpful hints to retrieve remittance information.

If you are not enrolled for ERA delivery from BCBSOK refer to the EFT & ERA Enrollment User Guide B for instructions.

## 1) Getting Started

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

Availity <sup>.</sup>
User ID:
User ID
Password:
•••••
Show password as I type
Help! I can't 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 Administrator 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 <u>step 4</u>.

<ul> <li>Select Manage Access on the Remittance Viewer home page</li> </ul>	R	emittance Viewer	Manage Access
	Check /	EFT Claim	
	Search	Search by Check / EFT #.	Search

via Availity Provider Portal

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

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

Organization			
Prganization ID	\$ Search	<pre>« First 1 Last » Showing 0 - 0 of 0 Results</pre>	Get Access

- ► Complete the Authentication on-screen wizard (this one-time process must be completed for each of your billing NPI's)
  - ٠ Select Organization
  - Enter Tax ID
  - Enter 15-digit Check/EFT Trace Number
  - Enter Check/EFT Amount ٠
  - Enter Check/EFT Date
    - Paper Check use the issue date
    - EFT Payment use the deposit date ٠
  - Select Get Access

Organization	Select	~
Payee Tax ID		
Check/EFT Trace Number 😧		
Check/EFT Amount	\$	
Check/EFT Date	mm/dd/yyyy	*
Get Access Ca	ncel	

### Quick Tips:

- $\rightarrow$  Complete Authentication using a payment received from BCBSOK within the last 30 days.
- $\rightarrow$  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. For example, C20123123456780.

- On the Verify Data page:
  - Select the Payer whose ERAs you ٠ want to access
  - Select Accept
  - Logout of Availity and log backin

RV	Remi	ttance	Vie	wer

#### GBack to Get Access

(

Verify Data - Test Bu	siness (1234567)			
<ol> <li>We found the following</li> </ol>	check/EFT that matches your s	earch criteria:		
Payer	AETNA	NPI	3234567899	
Check/EFT Number	000111222333	TIN	123456789	
Check/EFT Amount	\$400.19			
Check/EFT Date	04/06/2020			
There might be other p     All     HCSC	ayers available that match your	check's Payee IDs.	Select each payer whose ERA	s you want access to.
Accept Can	cel			

# 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)

Home > Remitta	nce Viewer > Man	age Access						Need Help? Watch a d	emo for Remittance Viewer
🔤 Rem	ittance \	Viewer							Give Feedback
OBack to Remit	Viewer								
Organization									
All		v		« First 1 Last » Showin	ng 1 - 3 of 3 Results				Get Access
Status	Org ID	Org Name	Payer	Payee NPI	Payee TIN	Other ID	Enrollment Period 🖵	Enrolled By	Actions
Check Verified	111111	Test Organization A Provider Gr	OUP A HCSC	1234567890	11112222	081330-9432072 960000	07/29/2018 - Present	Mary Jones	Delegate Access
Organization	n Name	Organization ID	Access Delegated	Access Revok	ed	Granted By		Start Date	Actions
ABC Billing C	Company	112233	11/21/2019			Robert Evans		11/2 1/2 Revoke A	00835- 👿

### 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

arch Search by Check / FET #								Search
Search by Oneok / EPT #								Searci
Filter by: Clear a	ill filters «	Payments issued	within the Last 4	8 hours				- Download C
Organization			<b>_</b>					
Payer		Check/EFT# 💠	Payer 🖨	Payee 🗢	Check/EFT Date 🚽	Received by Availity 🖨	Check/EFT Amount ≎	Actions
All	~							
Check / EFT Dates		E99999999	BCBSOK	ABC CLINIC	09/17/2019	09/13/2019	\$ 7.00	E 🕹
Start Date - End Date	۵	E99999999	BCBSOK	ABC CLINIC	09/17/2019	09/16/2019	\$ 0.00	B 🕹
Check / EFT Amount		E99999999	BCBSOK	ABC CLINIC	09/17/2019	09/16/2019	\$ 0.00	e t
s	*							
Date Received by Availity		E99999999	BCBSOK	ABC CLINIC	09/17/2019	09/16/2019	\$ 100.00	D 🕹
Start Date - End Date	*							

# 5) Search by Check/EFT

- Select Check/EFT tab
- Enter the BCBSOK 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 BCBSOK 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.

ilter by:	Clear all	filters «	Payments issued	within the Last 4	8 hours			[	Download CSV
organization									
ayer			Check/EFT# \$	Payer \$	Payee 🗢	Check/EFT Date 🖕	Received by Availity 💠	Check/EFT Amount ≎	Actions
Check / EFT Dates			E99999999	BCBSOK	ABC CLINIC	09/17/2019	09/13/2019	\$ 7.00	n 4
Start Date -	End Date	#	E99999999	BCBSOK	ABC CLINIC	09/17/2019	09/16/2019	\$ 0.00	<u>ت</u> ۵
Check / EFT Amount			E99999999	BCBSOK	ABC CLINIC	09/17/2019	09/16/2019	\$ 0.00	8 ±
s		*							1 i
Date Received by Availity			E99999999	BCBSOK	ABC CLINIC	09/17/2019	09/16/2019	\$ 100.00	
Start Date -	End Date	<b>#</b>						/	
				Quic	k Tin:			×	

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

Check / EFT Claim								
Search Search by Check / EFT #, Claim #, NPI,	Tax ID, Member ID, Patier	nt Control Number						Search
K Check / EFT Number E99999999								
Filter by: Clear all filters «	Payments issued from	08/12/2019 to 08/16/20	019				<b>B</b> (	Download CSV
Organization All					« First	1 Last »	Showing 1 - 4	1 of 4 Remits
Payer All	Claim Number ≑	Payer 🗢	Check/EFT Date →	Check/EFT Number 🗢	Patient Name (ID) 🗢	Total Charged Amount ≑	Total Paid Amount \$	Actions
Patient Name	99999999991X	BCBSOK	08/16/2019	E99999999	PATIENTNAME M LASTNAME (999999999)	\$300.00	\$120.46	ٹ 🛙
Patient ID	999999999992X	BCBSOK	08/16/2019	E99999999	PATIENTNAME M LASTNAME (999999999)	\$247.11	\$218.12	2 🕹
	99999999993X	BCBSOK	08/16/2019	E99999999	PATIENTNAME M LASTNAME (999999999)	\$334.00	\$185.25	2 2
Check / EFT Dates	999999999994X	BCBSOK	08/16/2019	E99999999	PATIENTNAME M LASTNAME (999999999)	\$111.40	\$78.59	۵ ه
08/12/2019 - 08/16/2019					<pre>« First</pre>	1 Last »	Showing 1 - 4	1 of 4 Remits
S Check / EFT Amount								
Claim Received Date								
Start Date - End Date								

- Select Claim tab
- Enter the BCBSOK claim number
- Select Search
- Next, select the returned Claim # to view processing data, such as 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.



# 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

BCBSOK PO Box 3283 Tulsa, OK 74 www.availity.com	<b>102-3283</b> n	Check/E Check/E	Payee Name AB Payee Tax ID 08 Payee NPI 1234 Payment Method Transaction Type					
Claim Number	9999999999994X (Claim Date: Status	08/05/2019 - 08/09/2019) Patient Control #	Payer Claim Control #	DRG Code/Qty	Total Patient Resp	Total Charge	Total Adj	Expand All Rows Total Paid
JOHN DOE	1 - Processed as Primary	123456789	99999999994X		\$90.00	\$11130.00	(\$10538.51)	\$591.49
O Claim Paymo	ent Adjustments (0)	 C	Supplemental Print PDF	History	Quict → E a	k Tip: xpand the nd Service	Claim Payn Line Inforn	nent Adjustn nation to vie

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.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSOK. BCBSOK makes no endorsement, representations or warranties regarding any products or services provided by independent third-party vendors such as Availity. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly. **5**