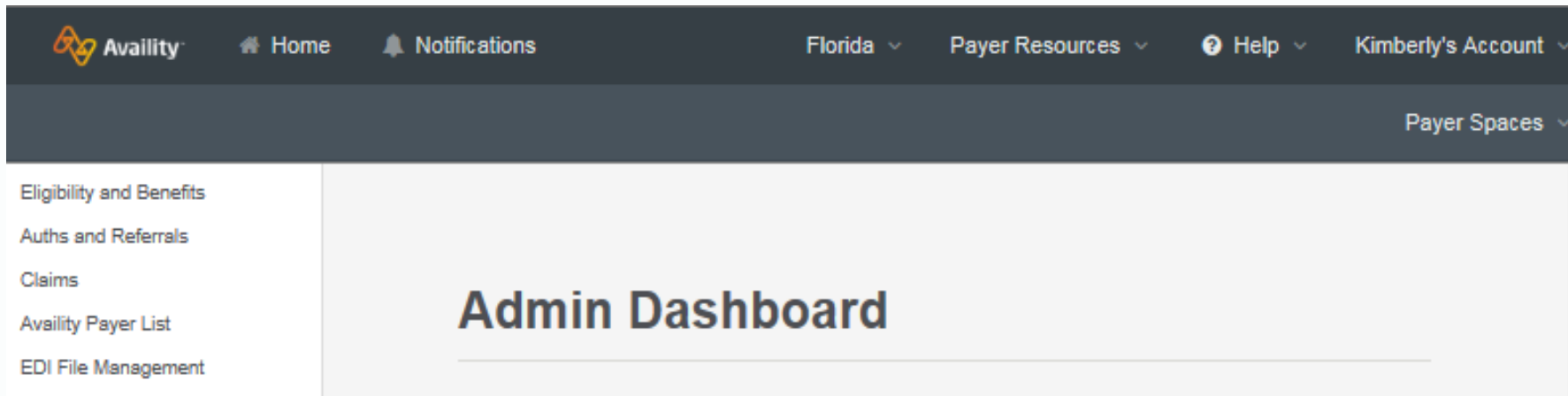


Accessing Remittance Inquiry



Accessing the Remittance Inquiry

- Log into the Availity Web Portal.
- Access the Remittance Inquiry via the **Payer Spaces** option on the top right of the screen.



The screenshot displays the Availity web portal interface. At the top, there is a dark navigation bar with the Availity logo on the left and several menu items: Home, Notifications, Florida (with a dropdown arrow), Payer Resources (with a dropdown arrow), Help (with a question mark icon and a dropdown arrow), and Kimberly's Account (with a dropdown arrow). Below this bar, on the right side, is a 'Payer Spaces' dropdown menu. On the left side, there is a vertical sidebar menu with the following items: Eligibility and Benefits, Auths and Referrals, Claims, Availity Payer List, and EDI File Management. The main content area of the page is titled 'Admin Dashboard' in a large, bold, dark font, with a horizontal line underneath it.

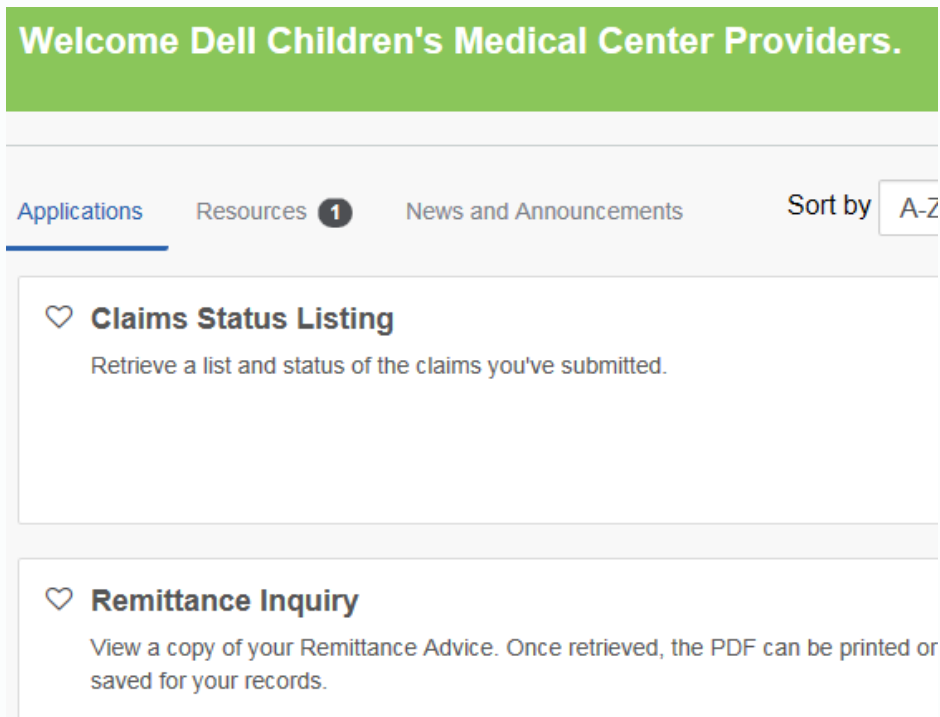
Accessing the Remittance Inquiry (cont.)

- Choose **Dell Children's Health Plan** from the *Payer Spaces* drop-down box.



Accessing the Remittance Inquiry (cont.)

- Select **Applications**, then select **Remittance Inquiry** to access the functionality.



Welcome Dell Children's Medical Center Providers.

Applications Resources **1** News and Announcements Sort by A-Z


♥ **Claims Status Listing**
Retrieve a list and status of the claims you've submitted.


♥ **Remittance Inquiry**
View a copy of your Remittance Advice. Once retrieved, the PDF can be printed or saved for your records.

Accessing the Remittance Inquiry (cont.)


- Choose your Organization, Tax ID and Express Entry provider from the drop-down box. Then enter your search criteria.

1 Search Remits **2** Search Results

Organization 
Empire BCBS Payer Spaces

Tax ID 
Select a tax id



Express Entry
Search For a Provider

NPI 

Please enter one or more of the following search criteria:

EFT #:

Check #:

Issue Date Range *(Date Range must be no more than 7 days)*
From:  To: 

Please contact the Customer Service number on the member's ID card if you have questions related to a remittance inquiry.

Accessing the Remittance Inquiry (cont.)

- From the *Remittance Inquiry Results* page, users can sort the results by provider name, issue date, check/electronic funds transfer (EFT) number or check/EFT amount.

The screenshot displays the 'Search Results' page for remittance inquiries. At the top, there are two numbered steps: '1 Search Remits' and '2 Search Results'. Below this, the search criteria are listed: 'Your Search Criteria: Issue Date Range: 01/10/2016 - 01/16/2016' and 'Transaction ID: 400000'. The main section is titled 'Remittance Inquiry Results:' and shows '1 - 3 of 3 records displayed'. A table with five columns is presented: 'Provider Name', 'Issue Date', 'Check/EFT Number', 'Check/EFT Amount', and 'View Remittance'. The table contains three rows of data. Below the table are two buttons: 'Refine Search' and 'New Search'. At the bottom, a note states: 'Please contact the Customer Service number on the member's ID card if you have questions related to a remittance inquiry.'

▲ Provider Name	Issue Date	Check/EFT Number	Check/EFT Amount	View Remittance
XXXXXXXXXXXXXXXXXXXX	01-13-2016	9999999999		View Remittance
XXXXXXXXXXXXXXXXXXXX	01-15-2016	XXXXXXXXXX	\$76.81	View Remittance
XXXXXXXXXXXXXXXXXXXX	01-16-2016	XXXXXXXXXX	\$16.84	View Remittance

Remittance Inquiry additional information

- Remit images available for all Dell Children's Health Plan members.
- Remits available will include Medicare crossover claims if the member's home plan is Dell Children's Health Plan.
- Remits of over 50 pages will return the first 50 pages for viewing.
- To view all pages, the user must download or print the remit.
- Search in span of seven days and up to 15 months back.
- To access the Remittance Inquiry, the user needs to have access to view claims status inquiry.

Wrap up

Questions?