



This is an update about information in the provider manual. For access to the latest manual, go online to <http://dellchildrenshealthplan.com/providers>.

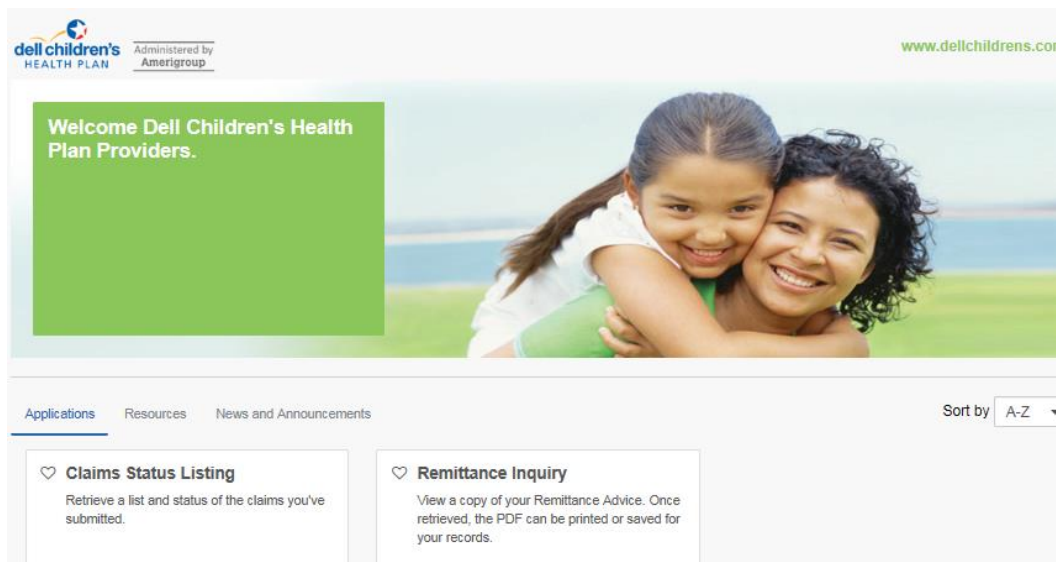
## Introducing the new Remittance Inquiry!

**Summary of change:** Registered Availity users now have quick and easy access to their remittance advices online.

**What this means to you:** We've made it easy for you to access remittances for all Dell Children's Health Plan members using the new Remittance Inquiry on the Availity Web Portal.

### Here's how to access the Remittance Inquiry:

- Log in to the Availity Web Portal (<https://www.availity.com>).
- Select **Payer Spaces**.
- Select **DELL CHD** from the list of payer options.
- Select **Applications** and then select **Open** located below *Remittance Inquiry*.



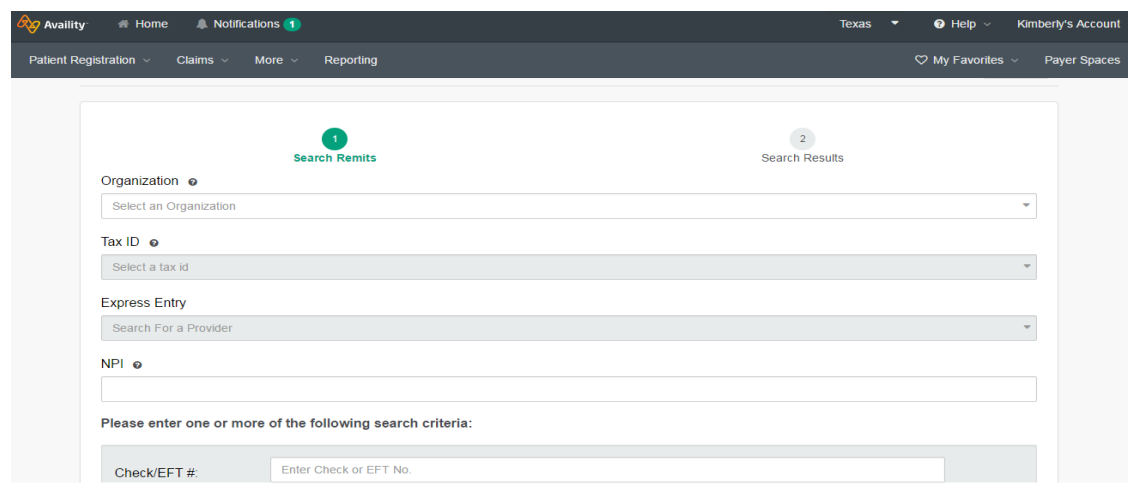
The screenshot shows the Dell Children's Health Plan Provider Portal. At the top left is the logo for Dell Children's Health Plan, administered by Amerigroup. The URL [www.dellchildrens.com](http://www.dellchildrens.com) is in the top right. A large banner image shows a smiling woman hugging a young girl. Below the banner, there are navigation tabs for "Applications", "Resources", and "News and Announcements". A "Sort by" dropdown menu is set to "A-Z". Two main content boxes are visible: "Claims Status Listing" (Retrieve a list and status of the claims you've submitted.) and "Remittance Inquiry" (View a copy of your Remittance Advice. Once retrieved, the PDF can be printed or saved for your records.)



**Here's how it works:**

After selecting the organization, select the TIN from the drop-down menu. Then select the provider under the *Express Entry* drop-down menu or enter the NPI. You can choose from one of three search options: electronic funds transfer (EFT) number, check number or issue date range. You have the option to sort your results by provider name, issue date, check/EFT number and check/EFT amount.

Need an imaged copy of the remittance for your files? Select the **View Remittance** link associated with each remit and print or save.



**Don't see this valuable tool when you log in to the Availity Web Portal?**

Contact your administrator to request claims status access, which includes the Remittance Inquiry. If you do not know who the administrator is for your organization, log in to Availity, go to your account and select **Who controls my access?**

Try the Remittance Inquiry tool today and see for yourself how easy it is to retrieve your online remits!

**What if I need assistance?**

For questions or additional registration assistance, contact Availity Client Services at 1-800-282-4548 from Monday through Friday, 7 a.m.-2 p.m. Central time.

If you have questions about the tools and resources available on the Dell Children's Health Plan website or Availity Web Portal, please visit <http://dellchildrenshealthplan.com/providers>.