BlueCross BlueShield of Texas

Remittance Viewer User Guide

Remittance Viewer 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® Essentials users that are currently enrolled to receive the Electronic Remittance Advice (835 ERA) from Blue Cross and Blue Shield of Texas (BCBSTX).

If you are not enrolled for ERA delivery from BCBSTX, refer to the [Electronic Funds Transfer (EFT) & Electronic Remittance Advice (ERA) Enrollment User Guide]() for instructions.

Not registered with Availity Essentials?

Complete the online guided registration process via [Availity](), at no cost.

Jan. 2024

Remittance Viewer User Guide Topics

The following instructions show how users' access Remittance Viewer via Availity Essentials and how Availity Administrators and/or users will add providers information to your organization's account.

Step 1

- Login to **Availity Essentials**
- Complete the **Manage Access** setup

Step 2

- Access **Remittance Viewer** via Availity Essentials

Step 3

- Search by **Check/EFT**
- Search by **Claim Number**

Step 4

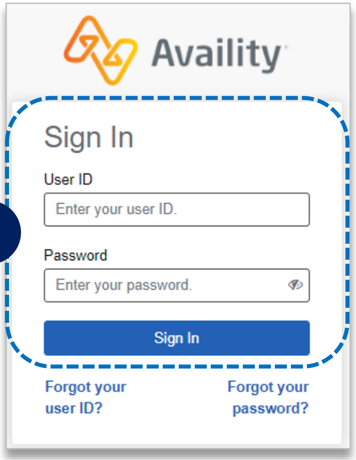
- Viewing **Claim Results** and **support** to assist with using **Remittance Viewer**

Step 1: Availity Login & Manage Access

1 Assigned users can access this tool by following the instructions below:

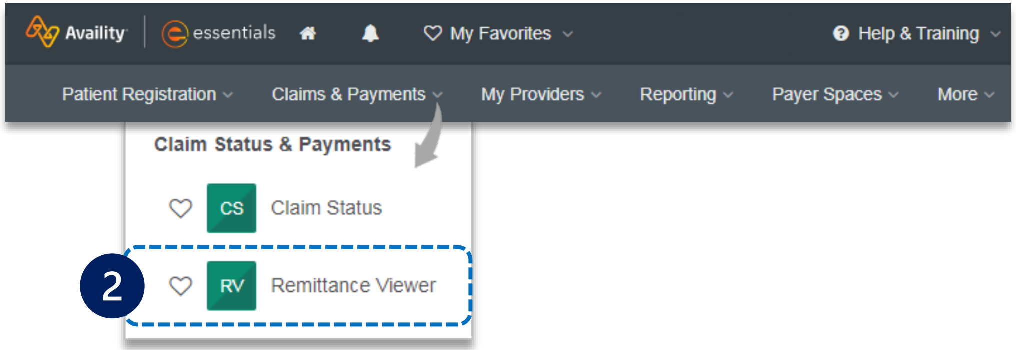
- Go to [Availity]
- Select **Availity Essentials Login**
- Enter User ID and Password
- Select **Log in**

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



2

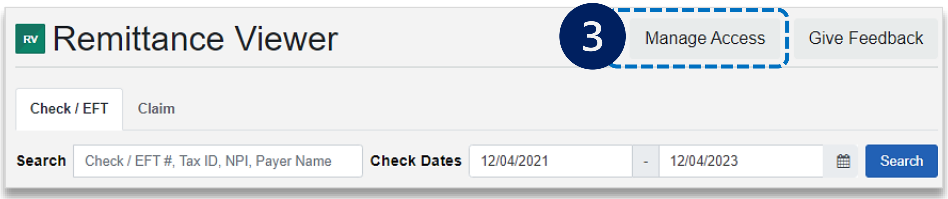
- Select **Claims & Payments** from the navigation menu
- Select **Remittance Viewer**



3 Administrators must first complete the following authentication process to use Remittance Viewer.

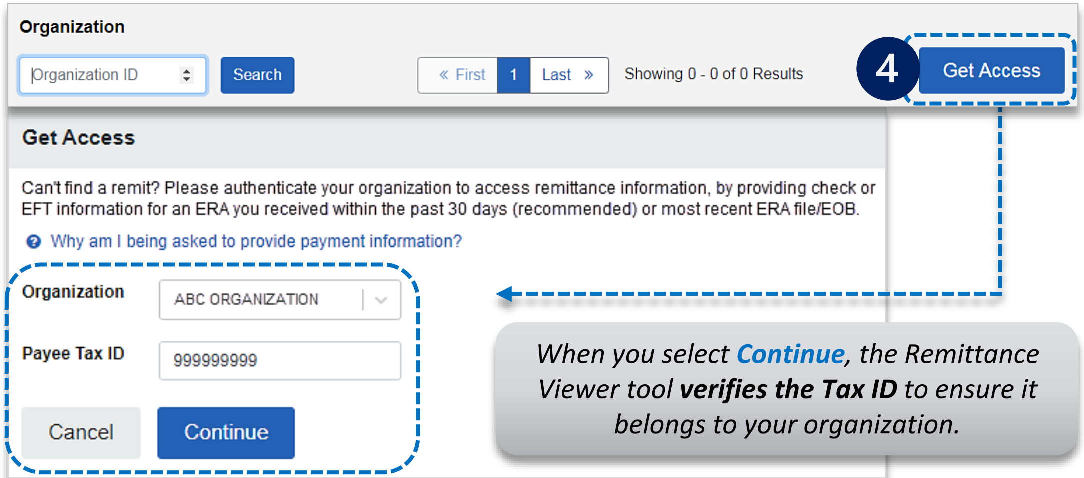
If your organization has already completed this process, go to [page 5].

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



4 Under **Manage Access**:

- Search for your **Organization ID**
- Select **Get Access** *(access to stored 835 ERA data for your organization)*
- Select your **Organization** from the drop-down, enter the **Payee Tax ID** and **Continue**

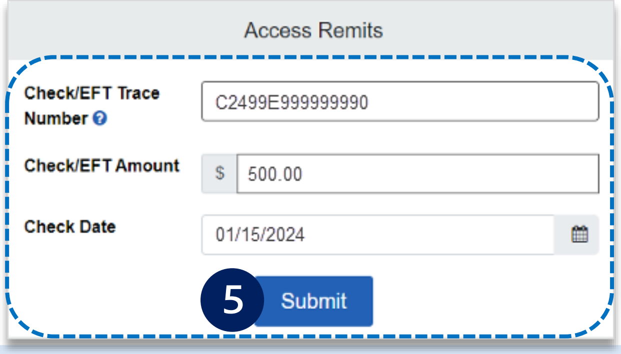


When you select ***Continue****, the Remittance Viewer tool* ***verifies the Tax ID*** *to ensure it belongs to your organization.*

Step 1: Manage Access *(continued)*

5 In the **Access Remits** section:

- Enter the 15-digit **Check/EFT Trace Number**, **Amount** and **Date**
  - For **Paper Check payments**, enter the issue date
  - For **EFT payments**, enter the deposit date
- Select **Submit**



*When you select **Submit**, the Remittance Viewer tool **verifies that the Check/EFT data** entered matches the check/EFT information Availity has on record for your organization.*

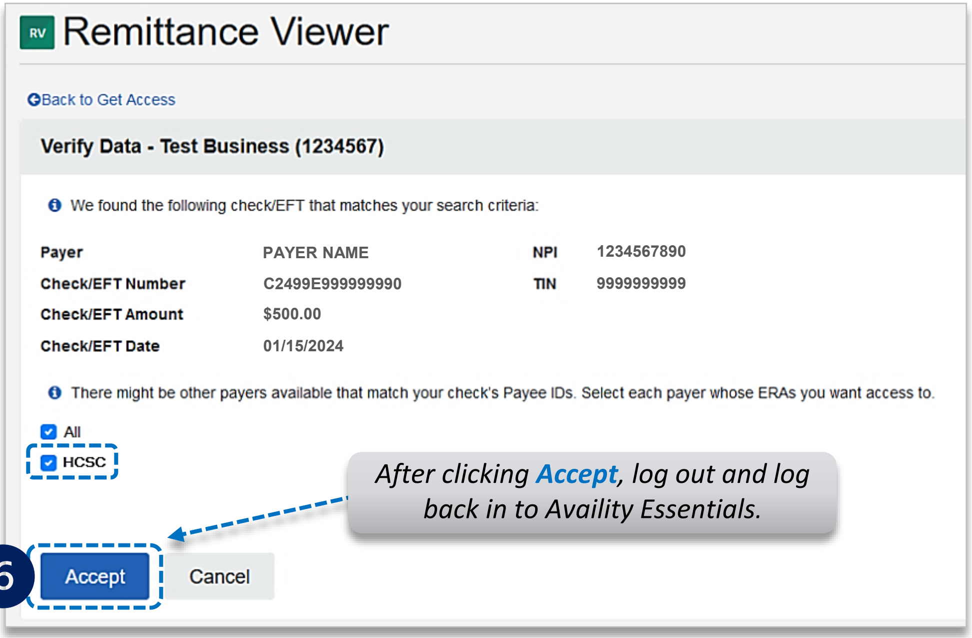
Quick Tips:

→ *Use a check/EFT 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., **C2399E999999990**).*

6 On the **Verify Data** page:

- Select the **check box** next to each **Payer** whose ERAs you want to access and click **Accept**

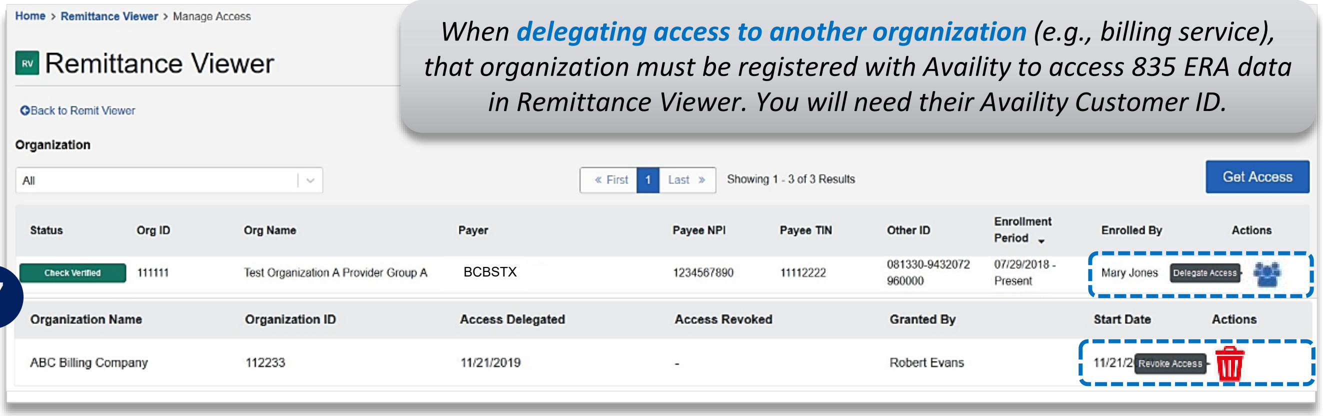


*After clicking **Accept**, log out and log back in to Availity Essentials.*

7 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)*

*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.*

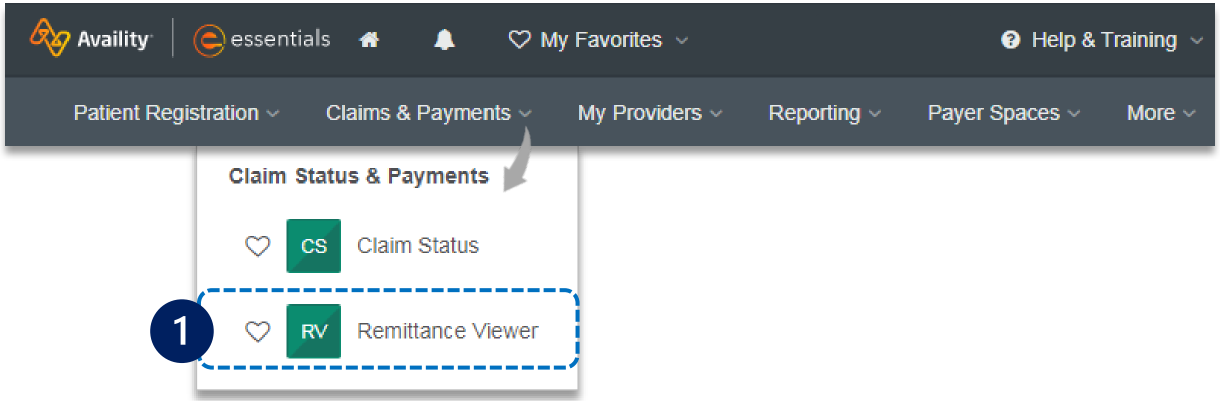


Step 2: Accessing Remittance Viewer

1

- 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. Administrators must assign users the* ***Claim Status*** *role to access* ***Remittance Viewer****.*



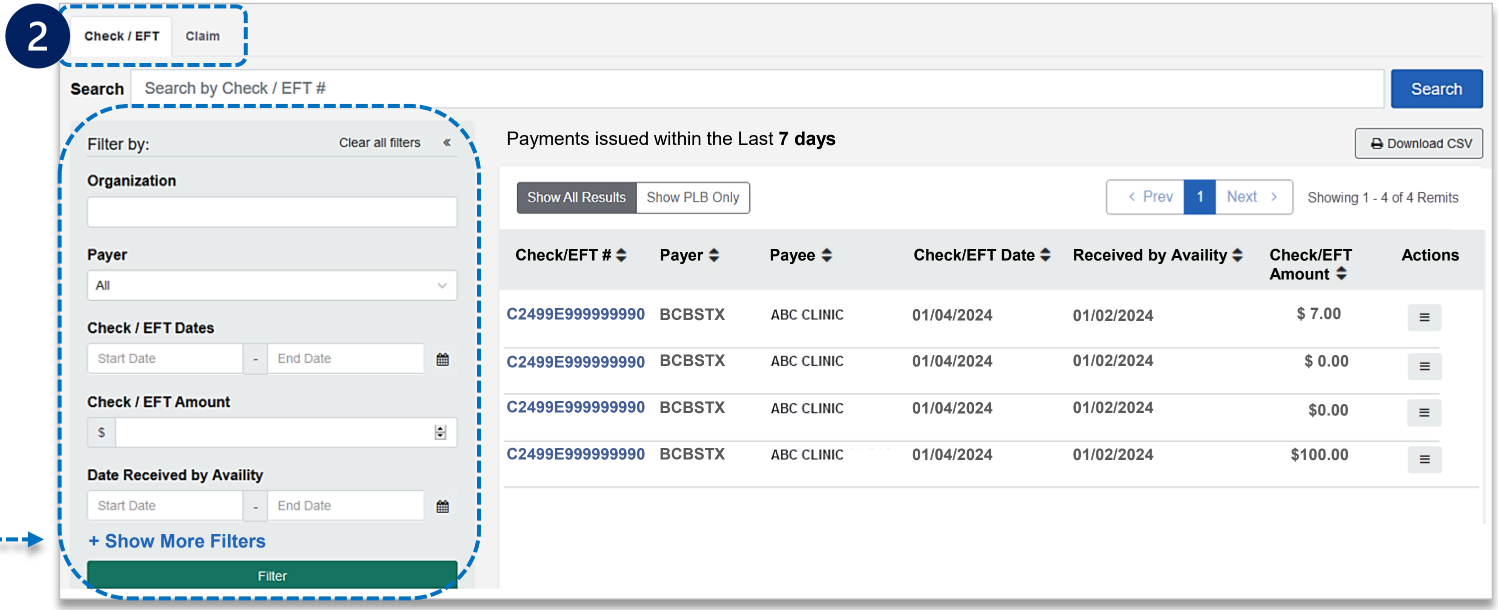
2

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

Search Options:

- Search by **Check/EFT** number
- Search by **Claim** number
- **Filter by** functionality

Expand ***+ Show More Filters*** *to filter by* *<u>Exceptions</u>*, *<u>Adjustment Groups</u>*, *and/or* *<u>Payment Type</u>*.



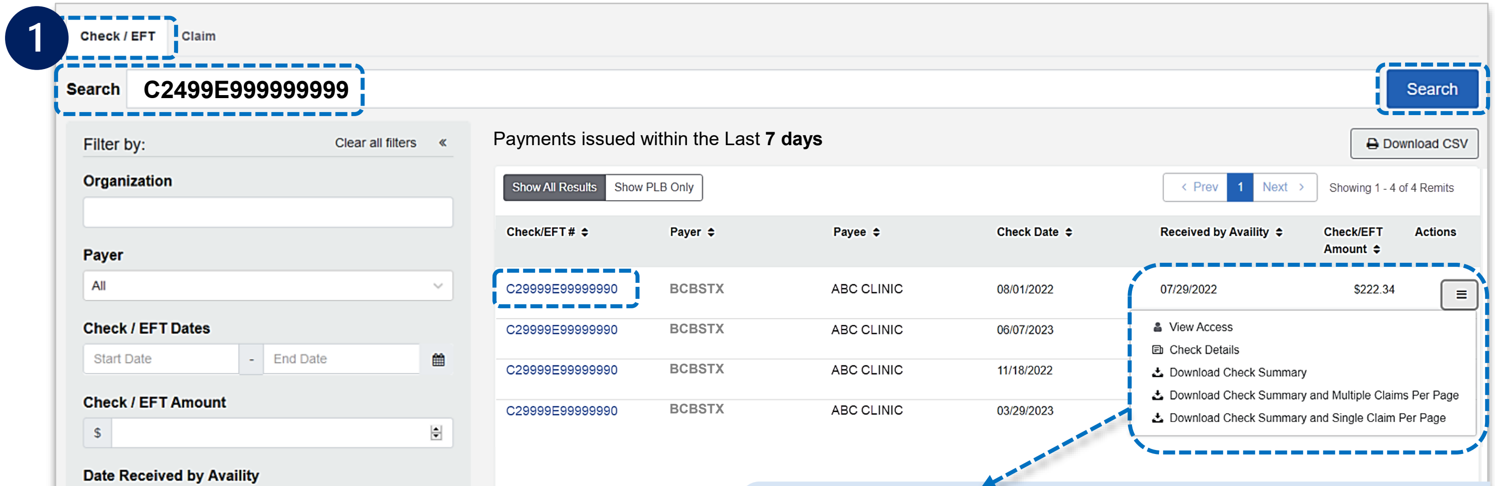
Step 3: Search by Check/EFT or Claim Number

1 Search by Check/EFT

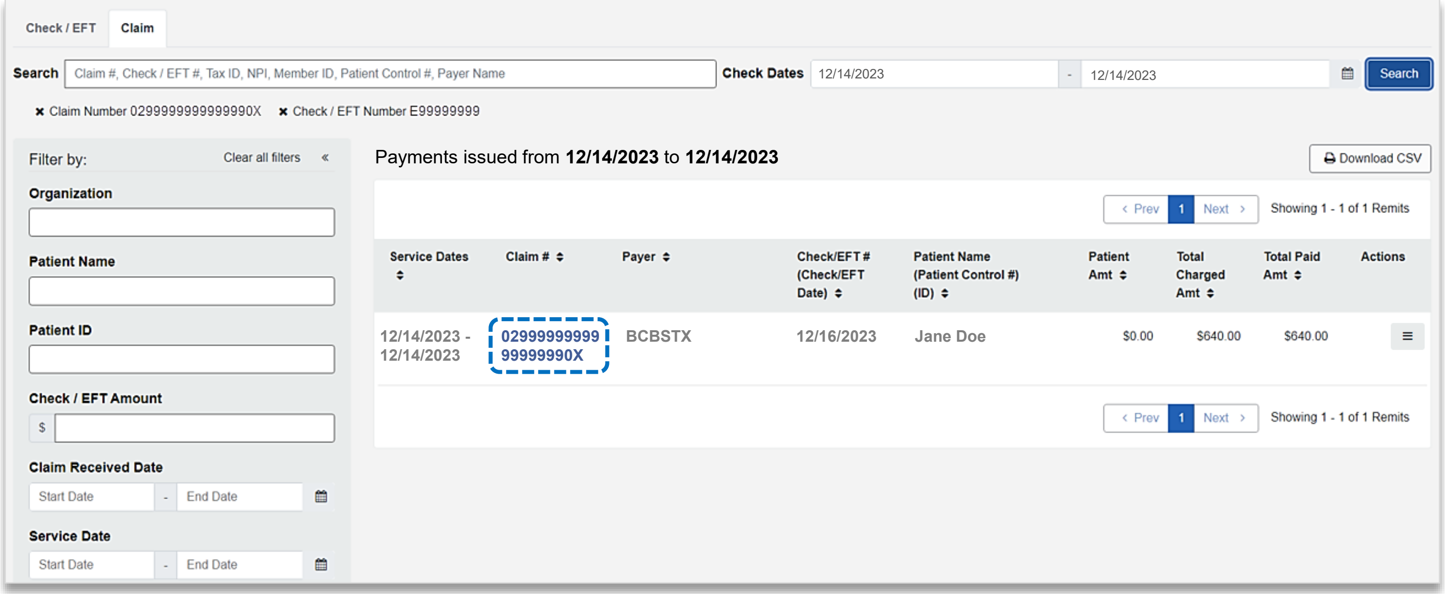
- Select **Check/EFT** tab
- Enter the BCBSTX check or EFT trace number
- Select **Search**
- Select the returned **Check/EFT #** to view details

*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. Also, use **Filter by** options to narrow the search and locate specific payment summary 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



*Select the **Menu icon** to view any provider adjustments that may have been made to this payment or select the **Download icon** to create a PDF version of the check/EFT details (if applicable).*



Step 3: Search by Check/EFT or Claim Number *(continued)*

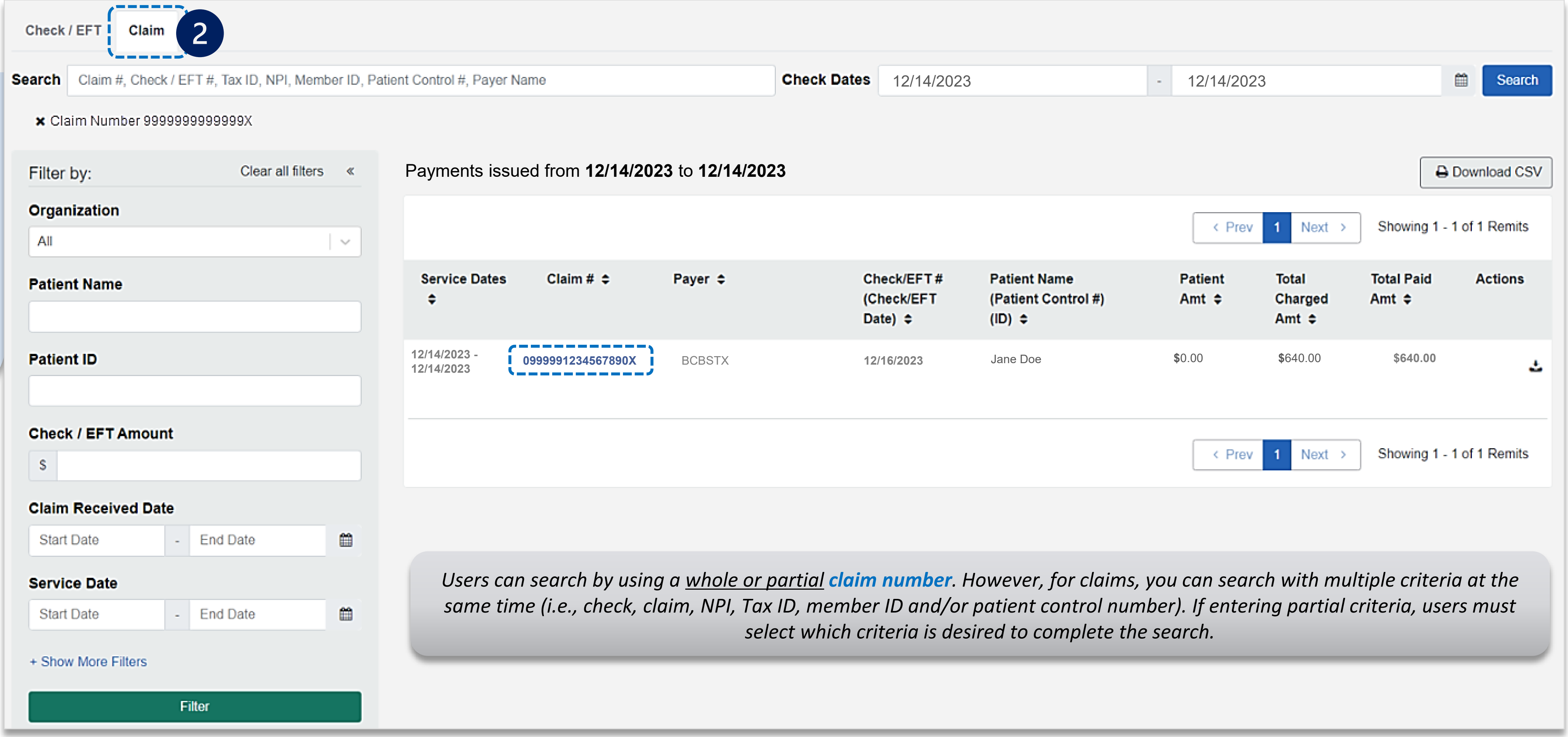
2

- Select **Claim** tab
- Enter the BCBSTX claim number
- Click **Search** and then select the returned **Claim #** to view processing data such as adjustments, service line details and supplemental data

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.*



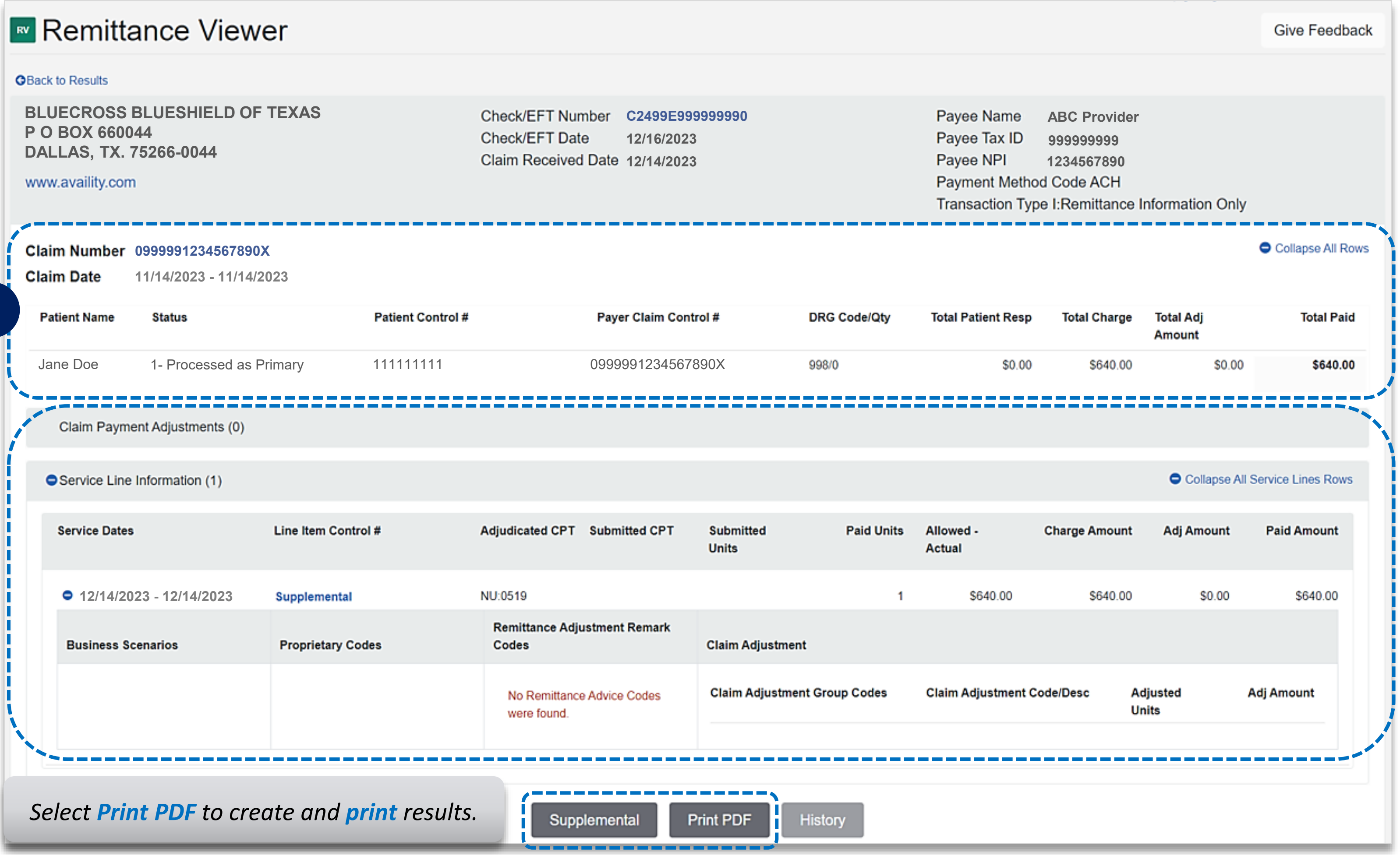
*Users can search by using a whole or partial **claim number**. However, for claims, you can search with multiple criteria at the same time (i.e., check, claim, NPI, Tax ID, member ID and/or patient control number). If entering partial criteria, users must select which criteria is desired to complete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

Step 4: Viewing Claim Results & Support

1

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

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



*Select **Print PDF** to create and **print** results.*

Have questions or need additional education?

Education or training, contact [BCBSTX Provider Education Consultants]

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

Technical Availity support, contact Availity Client Services at **800-282-4548**