Remittance Inquiry Guide

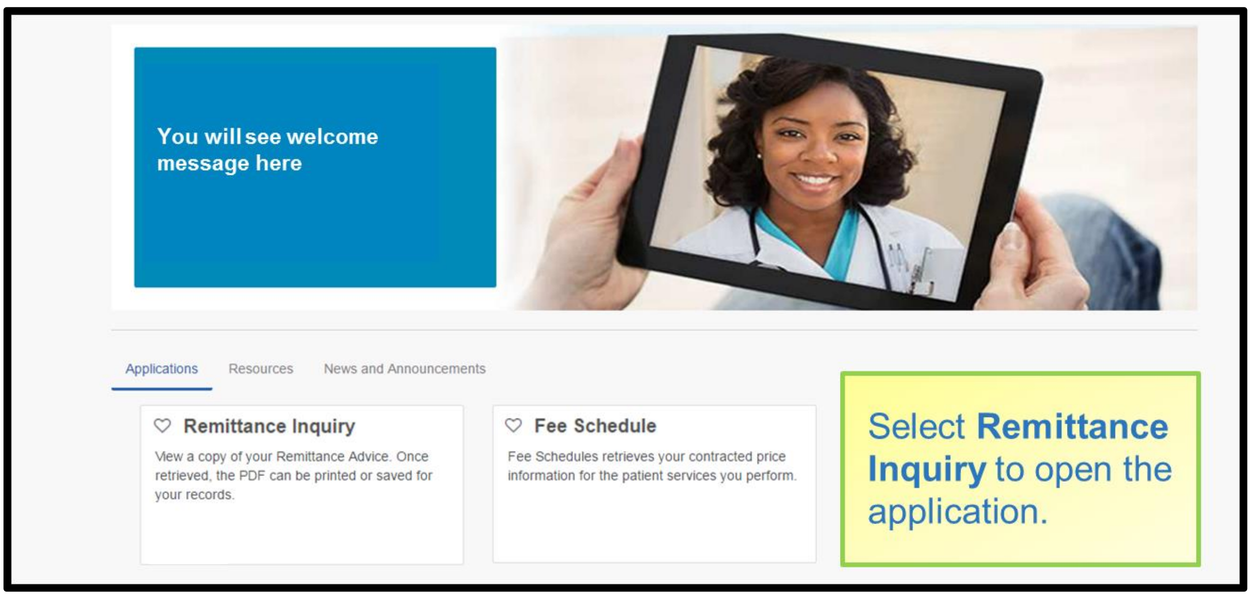
You have quick and simple access to your remittance advices online using the **Remittance Inquiry** application. You'll find there are many advantages to using Remittance Inquiry:

- Access an image of the paper explanation of payment.
- The user can save the images to their computer or print them out.
- The user can view remittances dating back 15 months and seven days into the future.
- Availity administrators and assistants, as well as anyone who has been assigned the claims role in Availity, can access the Remittance Inquiry application.

Users in your organization who need access to view online remittances should contact their Availity administrator to assign them to the claims role within the Availity Portal.

Navigation Directions

Select anywhere in the field to open the Remittance Inquiry application.



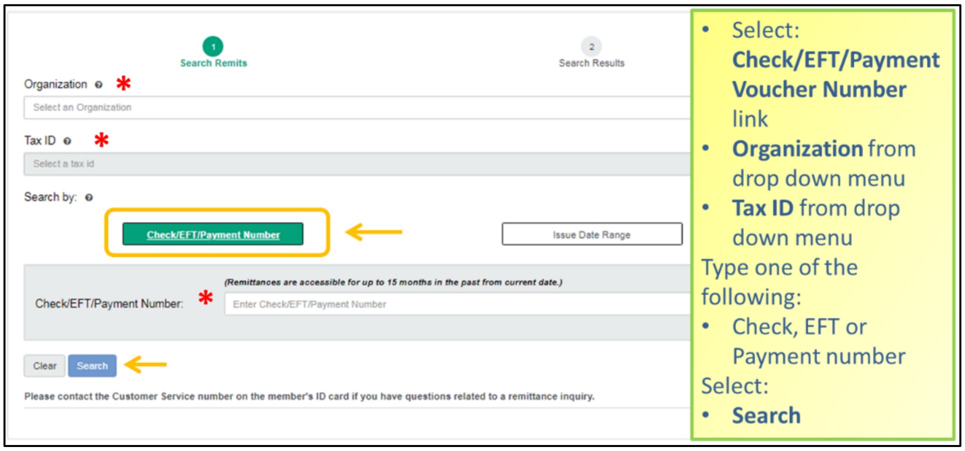
After opening the application, you have two search options to view your organization's remittances — one that requires an NPI and one that does not.

Option A: Check/Electronic Funds Transfer (EFT)/Payment Number

(The application defaults to the check/EFT/payment number search option.)

To conduct this search, all you need is the check, EFT or payment number affiliated with the organization and tax ID you have set up in Availity. The payment number option applies to any payment transaction processed using our virtual credit card.

- Select an option from the **Organization** drop-down menu. (If you are attached to one organization in Availity, you will only have one option.)
- Select the appropriate tax ID from the drop-down menu.
- Type the check/EFT/payment number that you want to view in the text field.

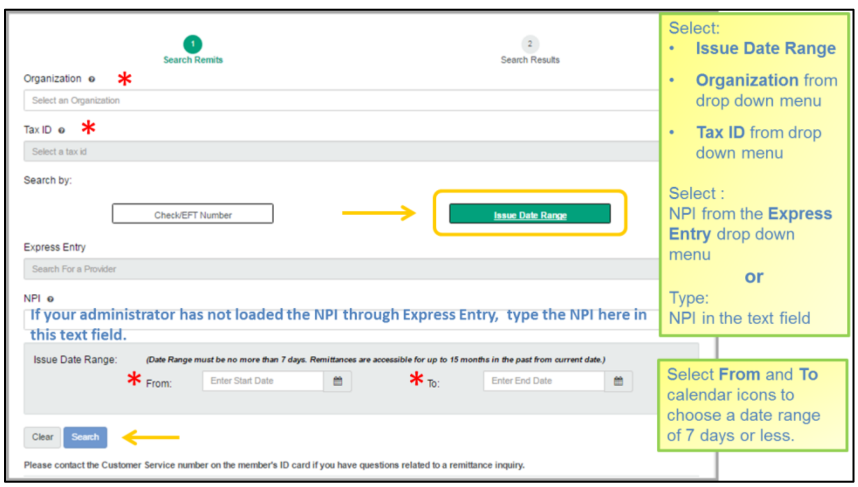


Option B: Issue Date Range

This search requires an NPI and a date range.

- Select an option from the **Organization** drop-down menu.
- Select the appropriate tax ID from the drop-down menu. (If your administrator loaded all the NPIs tied to your organization through **Express Entry**, then you can select the NPI from the **Express Entry** drop-down menu. If not, manually type in the appropriate NPI. Note: If your organization does not require an NPI, you must use the check/EFT/payment number option to view the image.)

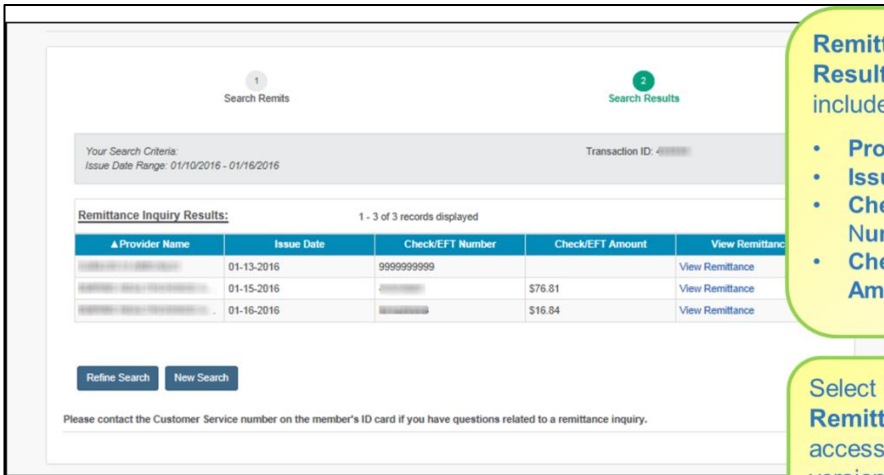
You can select a date range from seven days in the past and up to seven days in the future.



Below is an illustration of the *Search Results* page if you have searched using the **Issue Date Range** option. (If you searched using the check/EFT option, you will only see that remittance.)

You have the option to sort by provider name, issue date, check/EFT number or check/EFT amount. There is a sort feature for each column to narrow down the selection.

Select the **View Remittance** link to access the image of the paper remit. The remit document can be printed and saved.



Remittance Inquiry Results sort options include:

- **Provider Name**
- **Issue Date**
- **Check/EFT Number**
- **Check/EFT Amount**.

Select the **View Remittance** link to access the imaged version of the paper remit.