



# Accessing remittance viewer

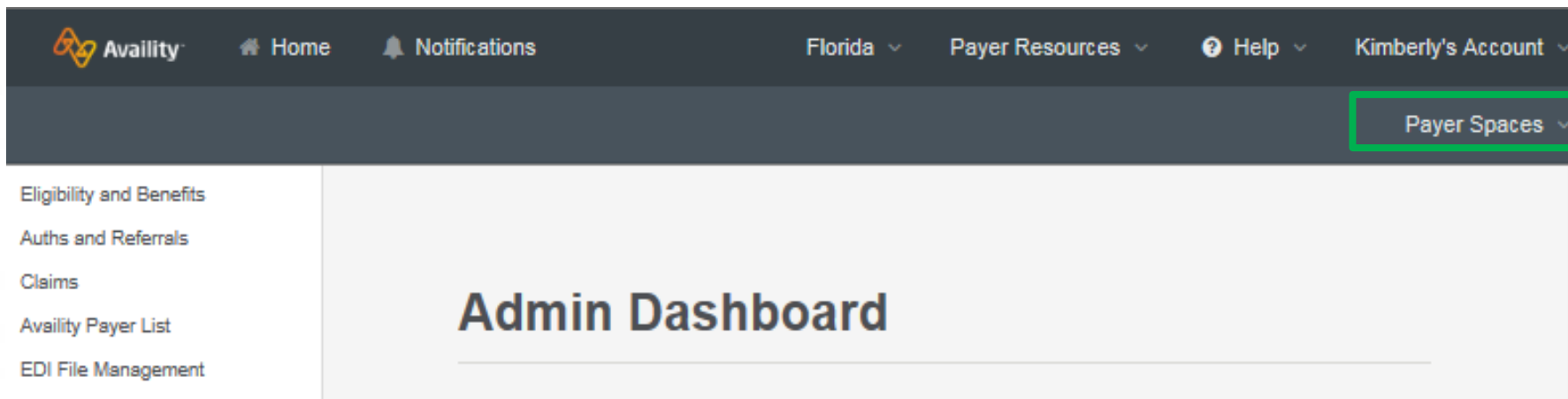
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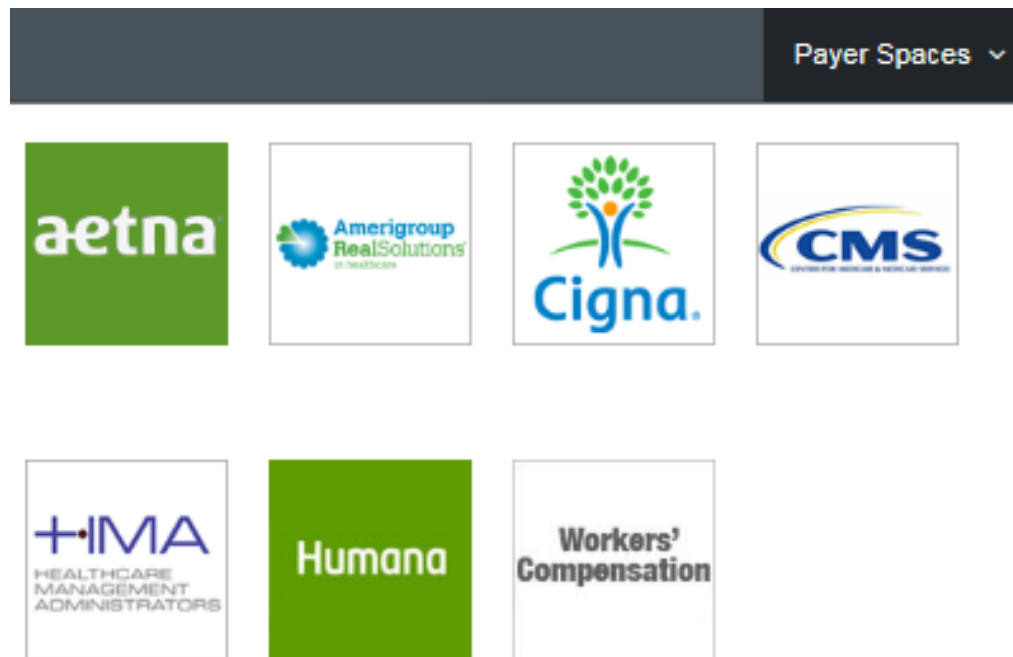
- Log into the Availity web portal.
- Access the remit viewer via the **Payer Spaces** option on the top right of the screen.



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, Payer Resources, Help, and Kimberly's Account. The 'Payer Spaces' dropdown menu is highlighted with a green box. Below the navigation bar, the main content area is titled 'Admin Dashboard'. On the left side, there is a sidebar menu with the following items: Eligibility and Benefits, Auths and Referrals, Claims, Availity Payer List, and EDI File Management.

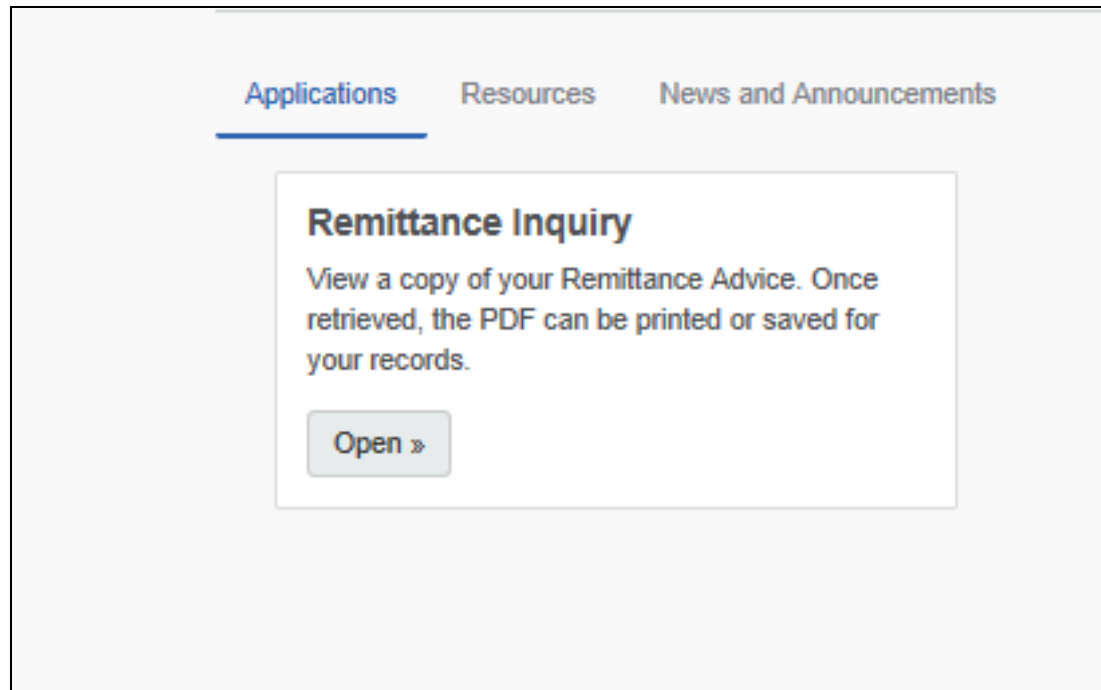
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- Choose Amerigroup Iowa, Inc. from the **Payer Spaces** drop down box



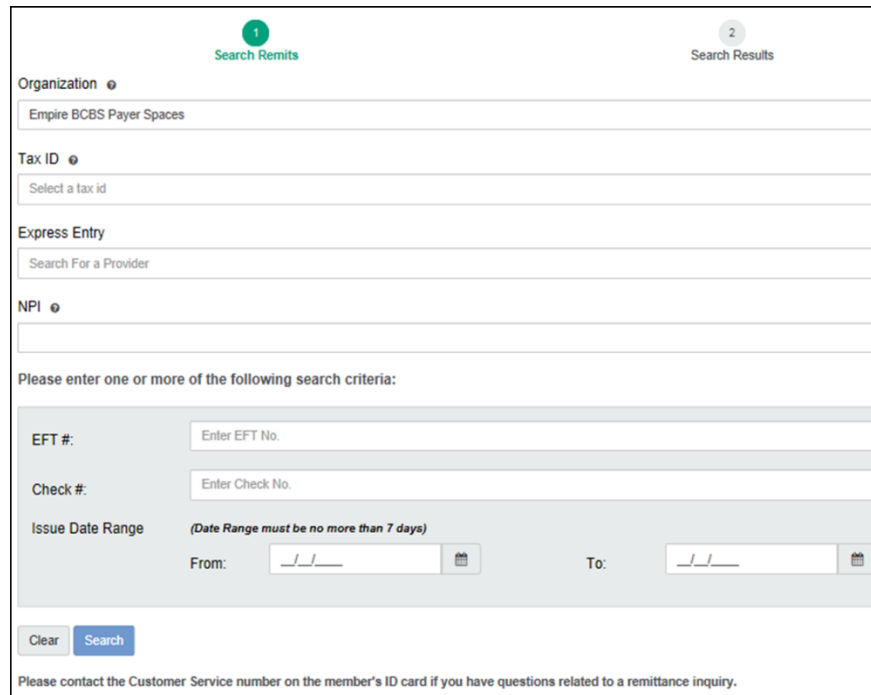
# Accessing the remit viewer

- Select *Applications*, then select *Open* under **Remittance Inquiry** to navigate the remit viewer functionality.



# Accessing the remit viewer

- Choose your organization, tax ID and express entry provider from the drop down box. Then enter your search criteria



The screenshot shows a web form titled "Search Remits" with a "Search Results" link. The form contains several dropdown menus and input fields. A green circle with the number "1" is positioned above the "Search Remits" title, and a grey circle with the number "2" is positioned above the "Search Results" link. The form fields are: "Organization" (dropdown menu with "Empire BCBS Payer Spaces" selected), "Tax ID" (dropdown menu with "Select a tax id" selected), "Express Entry" (dropdown menu with "Search For a Provider" selected), and "NPI" (empty dropdown menu). Below these is a section titled "Please enter one or more of the following search criteria:" which includes: "EFT #:" (input field with "Enter EFT No." placeholder), "Check #:" (input field with "Enter Check No." placeholder), and "Issue Date Range" (with a note "(Date Range must be no more than 7 days)" and "From:" and "To:" date pickers). At the bottom are "Clear" and "Search" buttons. A footer note reads: "Please contact the Customer Service number on the member's ID card if you have questions related to a remittance inquiry."

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- 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 'Remittance Inquiry Results' page. At the top, there are two tabs: 'Search Remits' (labeled with a '1') and 'Search Results' (labeled with a '2'). Below the tabs, the search criteria are shown: 'Your Search Criteria: Issue Date Range: 01/10/2016 - 01/16/2016' and 'Transaction ID: 400000'. The main content area is titled 'Remittance Inquiry Results:' and shows '1 - 3 of 3 records displayed'. A table with five columns is present: '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, there is a note: '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
[REDACTED]	01-13-2016	9999999999		<a href="#">View Remittance</a>
[REDACTED]	01-15-2016	[REDACTED]	\$76.81	<a href="#">View Remittance</a>
[REDACTED]	01-16-2016	[REDACTED]	\$16.84	<a href="#">View Remittance</a>

# Remittance viewer additional information

- Remit images available for all Amerigroup members.
- 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 remit viewer, the user needs to have access to view claims status inquiry.



# Questions?

# Thank you!

