Provider Update

This provider bulletin is an update about information in the Amerigroup Iowa, Inc. Provider Manual. For access to the latest Provider Manual go online to providers.amerigroup.com/ia.

Introducing the new remittance viewer!

Summary of change/update: 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 Amerigroup Iowa, Inc. members using the new remit viewer on the Availity Web Portal.

Here's how to access the remittance viewer:

- Log into the Availity web portal
- From the Availity web portal home page, select **Payer Spaces**
- Select Amerigroup from the list of payer options
- Select *Applications*, then select *Open* located below **Remittance Inquiry**.

Here's how it works:

After selecting the organization, select the tax ID number (TIN) from the drop down, select the provider under the **Express Entry** drop down 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 primary access administrator (PAA) or a secondary PAA to request claims status access which includes remit viewer. If you do not know who the administrators are for your organization, log in to Availity, go to your account and select **Who controls my access?** Go ahead and try the remit viewer 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, Monday through Friday, 5 a.m.-4 p.m., Pacific time.

If you have questions about the tools and resources available on the Amerigroup or Availity websites, please visit providers.amerigroup.com.

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