

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

Introducing the Remittance Inquiry!

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

We've made it easy for you to access remittances for all Amerigroup Community Care members using the new Remittance Inquiry on the Availity Web Portal.

Here's how to access the remittance viewer:

- Log into the Availity Web Portal.
- From the Availity home page, select **Payer Spaces**.
- Select **Amerigroup** from the list of payer options.
- Select **Applications** and then select **Remittance Inquiry**.

Here's how it works:

After selecting the organization, select the tax ID number from the drop-down menu. Select the provider under the *Express Entry* drop-down or enter the NPI (typically the group 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.

Do you 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 for your organization is, log in to Availity, go to your account and select **Who controls my access?** Go ahead and try the Remittance Inquiry tool today and see for yourself how easy it is to retrieve your online remittances!

If you have questions about the features on the Availity Web Portal or need 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 website, please contact Provider Services at 1-800-450-8753 or your local Provider Relations representative.