

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 New Mexico (BCBSNM).

If you are not enrolled for ERA delivery from BCBSNM, 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



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.





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](#).

The image shows the Availity Sign In page. A blue dashed box with a circled '1' highlights the 'Sign In' form, which includes fields for 'User ID' and 'Password', a 'Sign In' button, and links for 'Forgot your user ID?' and 'Forgot your password?'.

- 2** ▶ Select [Claims & Payments](#) from the navigation menu
- ▶ Select [Remittance Viewer](#)

The image shows the Availity navigation menu. A blue dashed box with a circled '2' highlights the 'Claims & Payments' dropdown menu, which contains 'Claim Status' and 'Remittance Viewer' options.

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

The image shows the Remittance Viewer home page. A blue dashed box with a circled '3' highlights the 'Manage Access' button in the top right corner.

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](#)

The image shows the 'Manage Access' form. A blue dashed box with a circled '4' highlights the 'Get Access' button. Below it, the 'Organization' dropdown is set to 'ABC ORGANIZATION' and the 'Payee Tax ID' field contains '999999999'. The 'Continue' button is also highlighted.

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



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**

Access Remits

Check/EFT Trace Number

Check/EFT Amount \$

Check Date

5 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 BCBSNM 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**).

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*)

6 On the **Verify Data** page:

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

RV Remittance Viewer

[Back to Get Access](#)

Verify Data - Test Business (1234567)

📘 We found the following check/EFT that matches your search criteria:

Payer	PAYER NAME	NPI	1234567890
Check/EFT Number	C2499E999999990	TIN	9999999999
Check/EFT Amount	\$500.00		
Check/EFT Date	01/15/2024		

📘 There might be other payers available that match your check's Payee IDs. Select each payer whose ERAs you want access to.

All

HCSC

6 Accept Cancel

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

Home > Remittance Viewer > Manage Access

RV Remittance Viewer

[Back to Remit Viewer](#)

Organization

All < First 1 Last > Showing 1 - 3 of 3 Results Get Access

Status	Org ID	Org Name	Payer	Payee NPI	Payee TIN	Other ID	Enrollment Period	Enrolled By	Actions
Check Verified	111111	Test Organization A Provider Group A	BCBSNM	1234567890	11112222	081330-9432072-960000	07/29/2018 - Present	Mary Jones	<input checked="" type="checkbox"/> Delegate Access 👤 <input type="checkbox"/> Revoke Access 🗑️
Organization Name	Organization ID	Access Delegated	Access Revoked	Granted By	Start Date	Actions			
ABC Billing Company	112233	11/21/2019	-	Robert Evans		<input type="checkbox"/> Revoke Access 🗑️			

*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.*

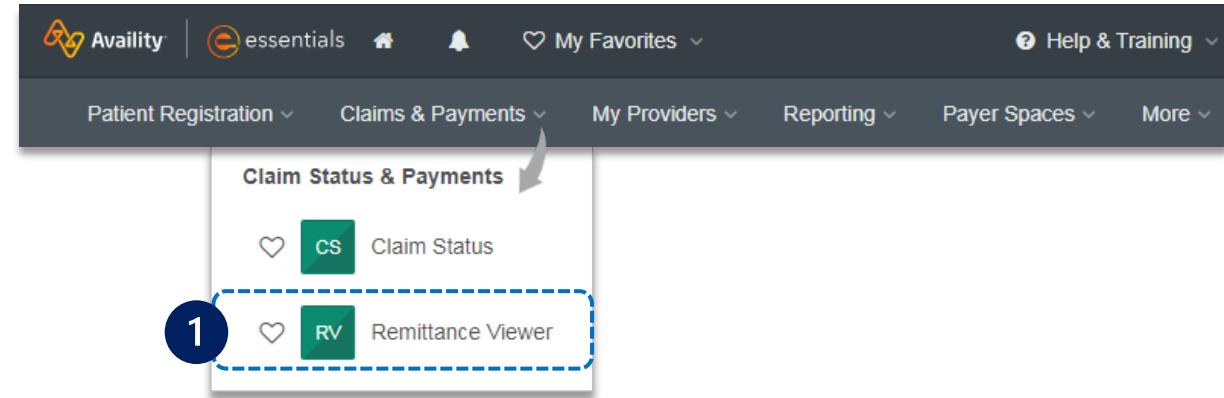
7



Step 2: Accessing Remittance Viewer

- 1 Select **Claims & Payments** from the navigation menu
- 1 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**.

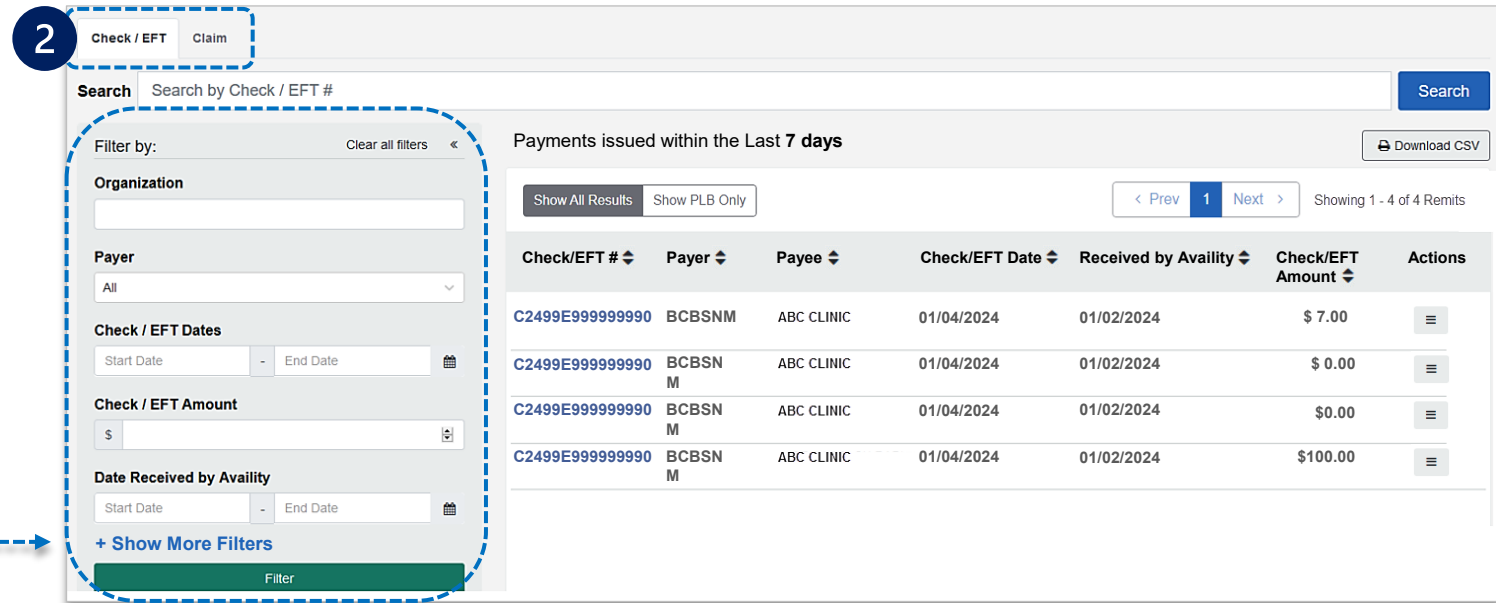


- 2 Remittance Viewer will display the provider organization's last 48 hours of remittances upon opening the tool.

Search Options:

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

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





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

- 2 ▶ Select **Claim** tab
- ▶ Enter the BCBSNM 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.

Check / EFT

Claim
2

Search **Check Dates** - Search

✕ Claim Number 9999999999999X

Filter by: Clear all filters

Organization

Patient Name

Patient ID

Check / EFT Amount

Claim Received Date
Start Date - End Date

Service Date
Start Date - End Date

[+ Show More Filters](#)

Filter

Payments issued from **12/14/2023** to **12/14/2023** Download CSV

< Prev 1 Next > Showing 1 - 1 of 1 Remits

Service Dates	Claim #	Payer	Check/EFT # (Check/EFT Date)	Patient Name (Patient Control #) (ID)	Patient Amt	Total Charged Amt	Total Paid Amt	Actions
12/14/2023 - 12/14/2023	0999991234567890X	BCBSNM	12/16/2023	Jane Doe	\$0.00	\$640.00	\$640.00	↓

< Prev 1 Next > Showing 1 - 1 of 1 Remits

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.

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Give Feedback

[Back to Results](#)

<p>BLUECROSS BLUESHIELD OF NEW MEXICO P O BOX 660044 DALLAS, TX. 75266-0044 www.availity.com</p>	<p>Check/EFT Number C2499E999999990 Check/EFT Date 12/16/2023 Claim Received Date 12/14/2023</p>	<p>Payee Name ABC Provider Payee Tax ID 999999999 Payee NPI 1234567890 Payment Method Code ACH Transaction Type I:Remittance Information Only</p>
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Claim Number 0999991234567890X [Collapse All Rows](#)

Claim Date 11/14/2023 - 11/14/2023

Patient Name	Status	Patient Control #	Payer Claim Control #	DRG Code/Qty	Total Patient Resp	Total Charge	Total Adj Amount	Total Paid
Jane Doe	1- Processed as Primary	111111111	0999991234567890X	998/0	\$0.00	\$640.00	\$0.00	\$640.00

Claim Payment Adjustments (0)

[Service Line Information \(1\)](#) [Collapse All Service Lines Rows](#)

Service Dates	Line Item Control #	Adjudicated CPT	Submitted CPT	Submitted Units	Paid Units	Allowed - Actual	Charge Amount	Adj Amount	Paid Amount
12/14/2023 - 12/14/2023	Supplemental	NU:0519			1	\$640.00	\$640.00	\$0.00	\$640.00

Business Scenarios	Proprietary Codes	Remittance Adjustment Remark Codes	Claim Adjustment								
		No Remittance Advice Codes were found.	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Claim Adjustment Group Codes</th> <th>Claim Adjustment Code/Desc</th> <th>Adjusted Units</th> <th>Adj Amount</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Claim Adjustment Group Codes	Claim Adjustment Code/Desc	Adjusted Units	Adj Amount				
Claim Adjustment Group Codes	Claim Adjustment Code/Desc	Adjusted Units	Adj Amount								

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

Supplemental
Print PDF
History

1

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSNM. BCBSNM makes no endorsement, representations or warranties regarding third party vendors and the products and services they offer.

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Have questions or need additional education?

Education or training, contact [BCBSNM 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**