Chapter 5. Searching Payment History and RA Access

Searching payment history locates payments made to the provider and allows access to copies of the Remittance Advice (RA).

NOTE: Pharmacy RAs are not available through this feature.

5.1 Accessing search payment history

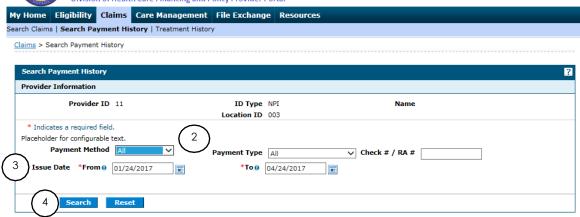
To access this feature:

1. Click on **Search Payment History** from the **My Home** page under **Provider Services** or within the **Claims** tab submenu. The **Search Payment History** screen will appear. This screen will prepopulate with the provider's information.

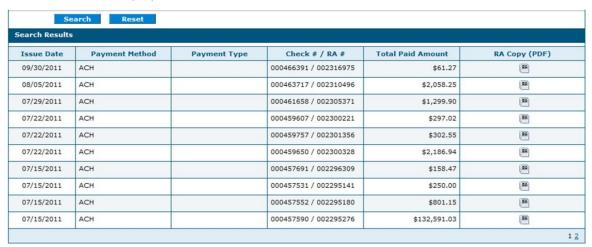


- Search for payments by entering information in the appropriate fields. Payment Method and Payment Type default to "All." Fields with a red asterisk (*) are required. The Check #/RA # field is optional and can be either the check # or RA #. It must be numeric up to nine digits and exist within the specified date range.
- 3. Enter Issue Date From and To date. The date cannot span more than 90 days between the From and To dates, however you can search as far back as 18 months.
- 4. Click Search.





The search results display as shown below.



Issue Date - Date the payment was issued/paid

<u>Payment Method</u> – Payment method code

Payment Type – Not used - field is blank

Check#/RA# – Check number and RA number

Total Paid Amount – Amount of payment made to provider

RA Copy (PDF) – Link to view, print or download to user's computer. This requires PDF software.

If the RA is too large to display, you will get an error message instead of downloaded RA. You will need to contact <u>Customer Service</u> for assistance.

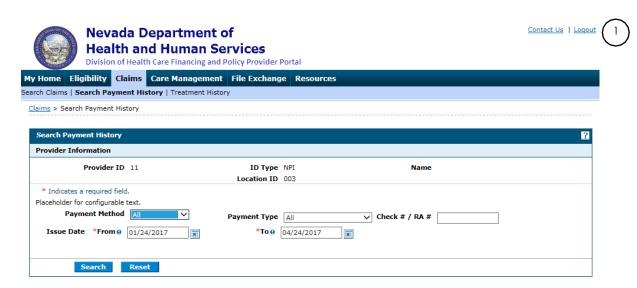
Code	Description
ACH	Electronic payment was made to the provider through an Automated Clearing House (ACH).
CHK	A live check was issued for payment.
FWT	Payment was sent to the provider by a wire transfer.
NON	The data on this page is for informational purposes only and no dollars are to be disbursed.

5.2 Logging out of search payment history

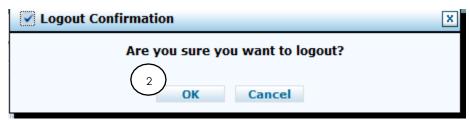
After verifying a payment, it is strongly recommended that you log off after each session. This will ensure PHI is secure and makes the login readily available for the next user.

To log out:

- 1. Click Logout. The Logout Confirmation screen displays.
 - ∠ Logout is located in the same area on all screens within the Provider Web Portal (PWP).



2. To go back to previous screen, click **OK** or **Cancel**.



After clicking **OK**, you will be taken back to the **Provider Login Home** page.