Reference Guide
Payer Spaces — Remittance Inquiry

Get quick and simple access to your remittance advices online using the **Remittance Inquiry Application** located on Availity* Payer Spaces.

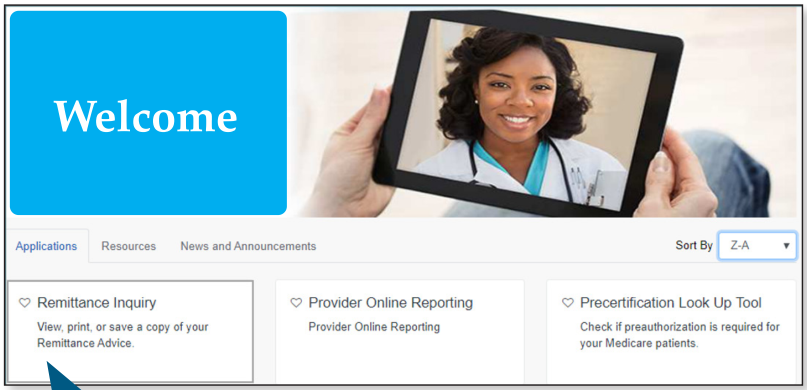
- Remit images are available for most members covered by one of our plans.
- View remittances dating back 24 months and seven days into the future.
- Search remittances by check, electronic funds transfer (EFT), payment voucher number or issue date.
- The images can be saved to your PC or printed.

To view online remittances, you will need to have the **Claims role** assigned to you by your Availity administrator.

This reference guide contains illustrated steps showing you how to access and navigate the **Remittance Inquiry tool** using the different search options.

Navigation Instructions

1. Log onto Availity with your unique user ID and password and select Payer Spaces from the menu located on Availity's home page.
2. Choose the health plan tile to open the **Payer Spaces | Applications** page.
3. If you have the **Claims role assignment**, you will see the **Remittance Inquiry tile** (illustrated below).
   - If you don't see the tile ask your organization's Availity administrator to assign you the role.
   - Place your curser in the field of the Remittance Inquiry tile and click to open the application.



Select **Remittance Inquiry** to open the application.

4. After opening the application, you have two search options to view your organization's remittances.

A — **Check/EFT/Payment Number**

Searching by the Check, EFT or Payment Number *does not* require an NPI.

B — **Issue Date Range**

Searching by date *does* require an NPI.

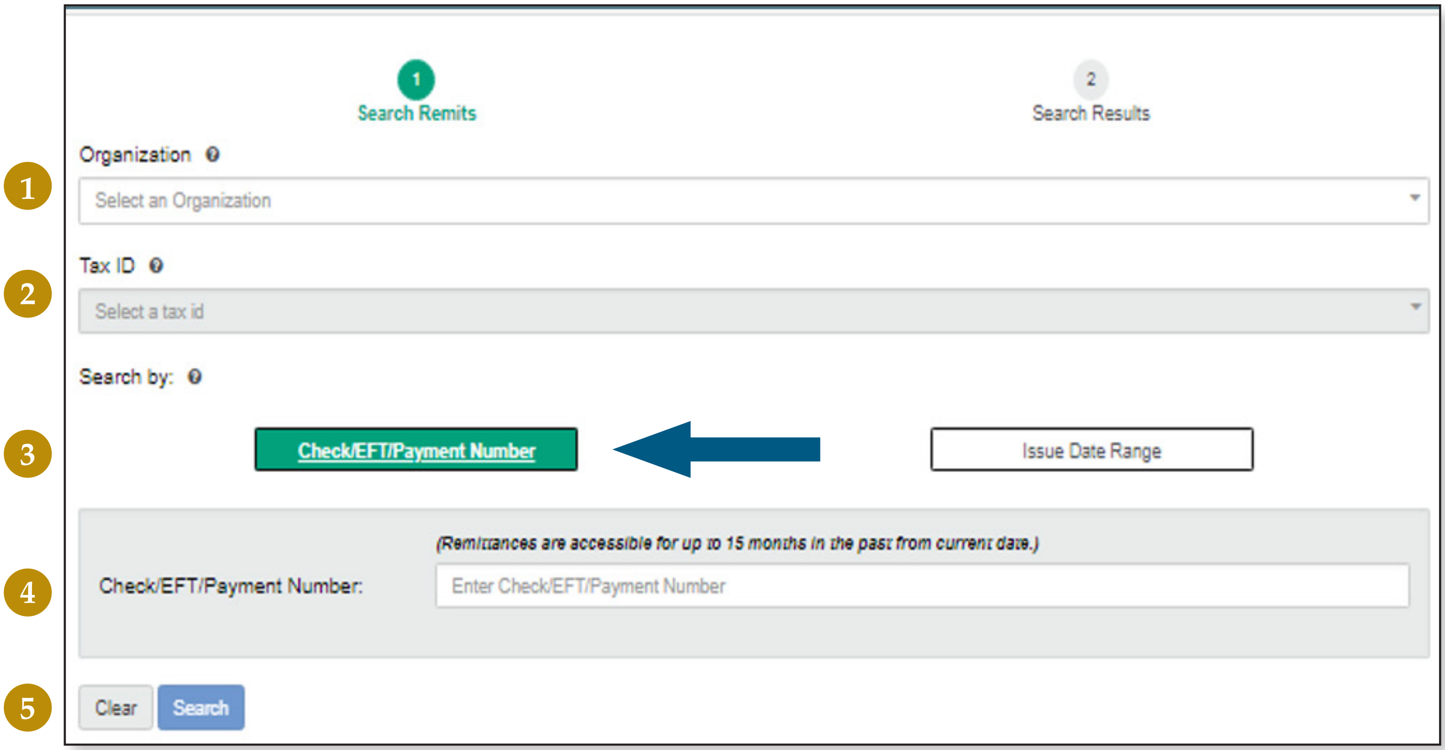
https://www.bluecrossnc.com/provider-home

BlueCross BlueShield of North Carolina MEDICARE

Option A: Check/EFT/Payment Number

(The application defaults to the Check/EFT/Payment Number search option)

To conduct this search all you need is the check, EFT or payment number affiliated with the organization and tax ID you have set up in Availity. (The payment number option applies to any payment transaction processed using our virtual credit card.) First, choose your organization from the drop-down menu. Next, select the appropriate tax ID. Then, type the check, EFT or payment number in the text field.



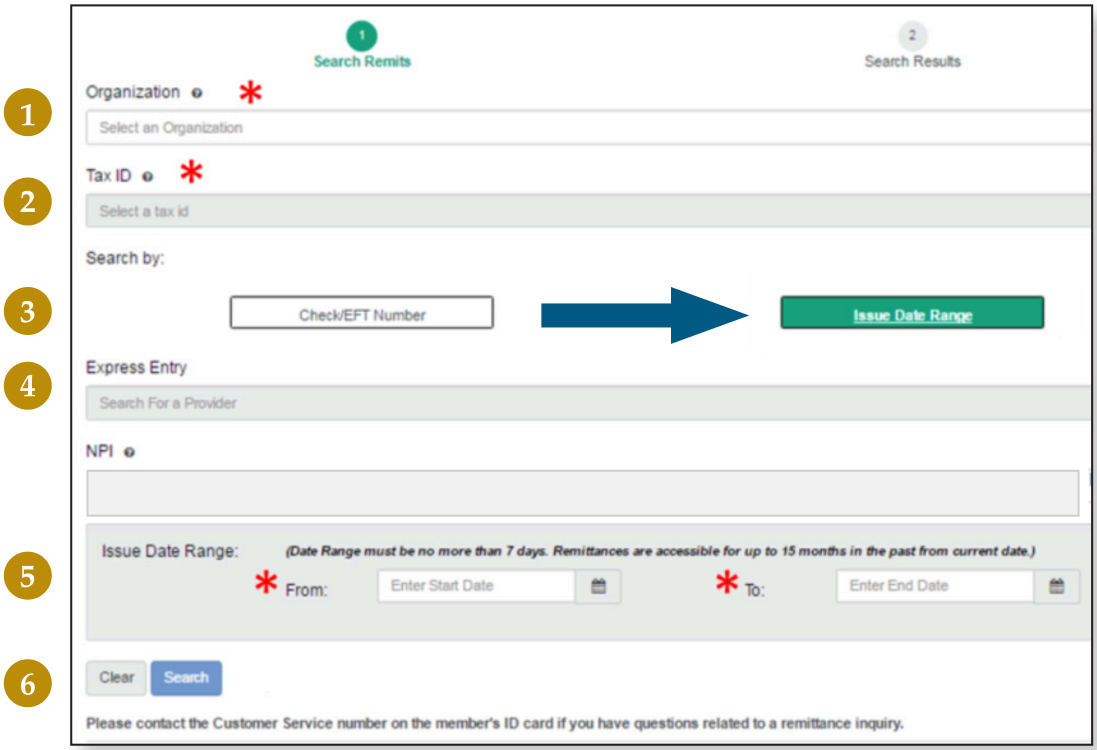
1. Select **Organization** from drop down menu.
2. Select **Tax ID** from drop down menu.
3. Select the **Check/EFT/Payment Voucher Number** link.
4. Type one of the following: check, EFT or payment number.
5. Select **Search**.

Option B: Issue Date Range

This search requires an NPI and a date range. First, select your organization from the drop-down menu. Next, select the tax ID. If your administrator loaded all the NPIs tied to your organization through Availity **Express Entry,** then you can select the NPI from the **Express Entry** drop-down menu. If not, manually type in the appropriate NPI.

Issue date range

You can select a date range from seven days in the past and up to seven days in the future.



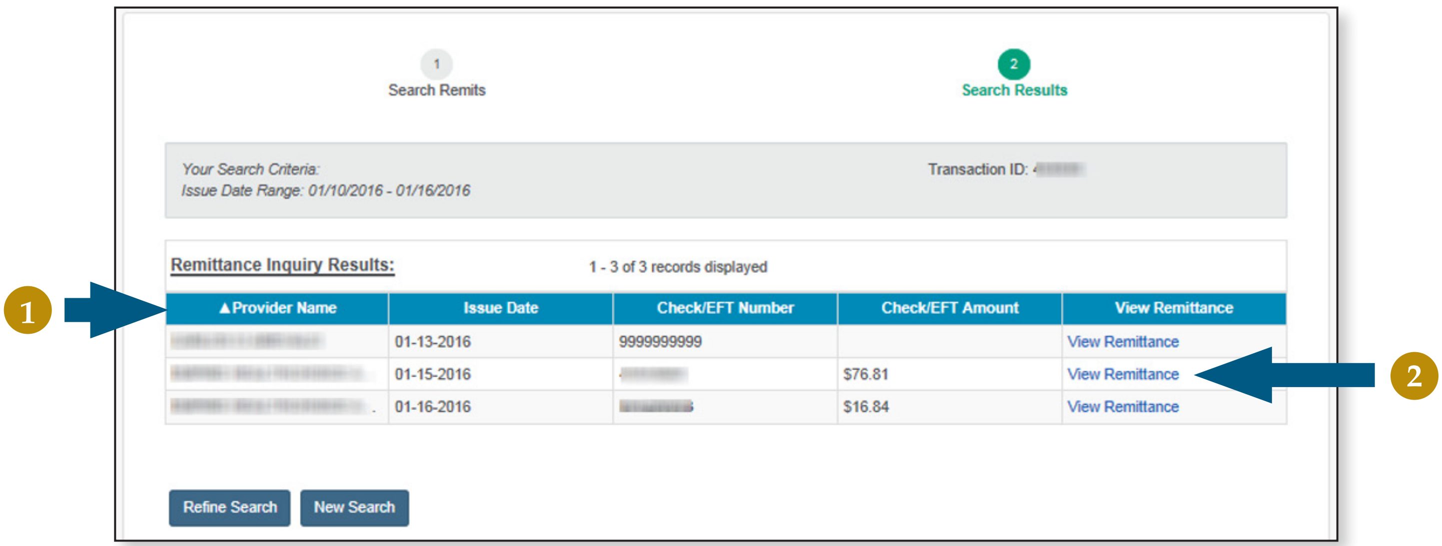
1. Select **Organization** from drop down menu.
2. Select **Tax ID** from drop down menu.
3. Select **Issue Date Range**.
4. Select NPI from the *Express Entry* drop down <u>or</u> type NPI in the text field.
   – Note: If your administrator has not loaded the NPI through Express Entry, type the NPI in the text field.
5. Select **From** and **To** calendar icons to choose a date range of 7 days or less.
6. Select **Search**.

Search results

Below is an illustration of the **Search Results** page, if you searched using the **Issue Date Range** option. (If you conducted your search using **Check/EFT/ Payment Number** option, you will only see the remittance associated with that number.)

There is a sort feature in each of the displayed columns to narrow down the results from your date range search. Use the carrot to sort by **Provider Name/Issue Date/Check/EFT Number** or **Check/EFT Amount**.

Select the **View Remittance** link to access the image of the paper remit. The remit document can be printed and saved.



1. **Remittance Inquiry Results** sort options include:
   - Provider Name
   - Issue Date
   - Check/EFT Number
   - Check/EFT Amount
2. Select the **View Remittance** link to access the imaged version of the paper remit.

Note:
Availity, LLC is an independent company providing administrative support services for Healthy Blue + Medicare providers on behalf of Blue Cross and Blue Shield of North Carolina.