

The Availity Remittance Viewer tool is an electronic solution that 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 users that are currently enrolled to receive the Electronic Remittance Advice (835 ERA) from Blue Cross and Blue Shield of New Mexico (BCBSNM). Listed below you will find detailed information as well as helpful hints to retrieve remittance information.

If you are not enrolled for ERA delivery from BCBSNM, refer to the [EFT & ERA Enrollment User Guide](#) for instructions.

## 1) Getting Started

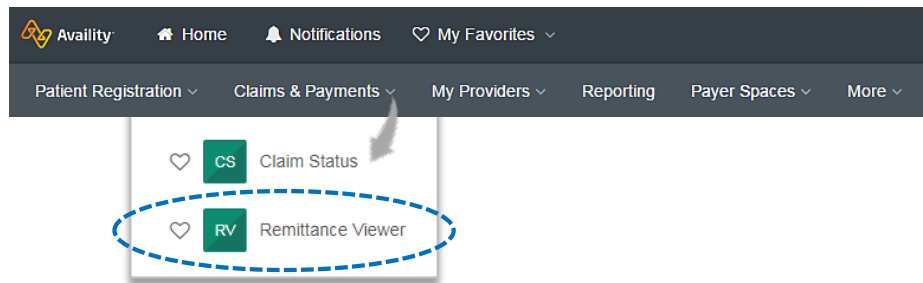
- ▶ Go to [Availity](#)
- ▶ Select [Availity Portal Login](#)
- ▶ Enter User ID and Password
- ▶ Select [Login](#)

**Note:** Only registered Availity users can access and use Remittance Viewer.



## 2) Accessing Remittance Viewer

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



**Note:** Contact your Availity Administrator if [Remittance Viewer](#) is not listed in the [Claims & Payments](#) menu.

## 3) Managing, Granting and Getting Access

Administrators must first complete the following authentication process to use Remittance Viewer. If your organization has already completed this process, proceed to [step 4](#).

- ▶ Select [Manage Access](#) on the Remittance Viewer home page



### 3) Managing, Granting and Getting Access *(continued)*

► Under **Manage Access**

- Search for your **Organization ID**
- Select **Get Access** – *get access to stored 835 ERA data for your provider organization*

► Complete the **Authentication** on-screen wizard *(this one-time process must be completed for each of your billing NPI's)*

- Select **Organization**
- Enter **Tax ID**
- Enter 15-digit **Check/EFT Trace Number**
- Enter **Check/EFT Amount**
- Enter **Check/EFT Date**
  - **Paper Check** – use the issue date
  - **EFT Payment** – use the deposit date
- Select **Get Access**

**Quick Tips:**

- Complete Authentication using a 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. For example, C20123123456780.

► On the **Verify Data** page:

- Select the **Payer** whose ERAs you want to access
- Select **Accept**
- Logout of Availity and log back in

### 3) Managing, Granting and Getting Access *(continued)*

► 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)

**Quick Tip:**

→ 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.

### 4) Search Options & Navigation

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

**Search Options:**

- Search by **Check/EFT** (Electronic Funds Transfer) number
- Search by **Claim** number
- **Filter by** functionality

## 5) Search by Check/EFT

- ▶ Select **Check/EFT** tab
- ▶ Enter the BCBSNM check or EFT trace number

**Note:** Users can search by using a whole or partial check/EFT number. When searching with a partial number, those numbers can appear anywhere within the BCBSNM check/EFT numbers returned.

- ▶ Select **Search**
- ▶ Next, select the returned **Check/EFT #** to view details

**Note:** Use **Filter by** options to narrow the search and locate specific payment summary details.

Check / EFT Claim

Search **E9999999** Search

Filter by: Clear all filters <

Organization

Payer All

Check / EFT Dates

Check / EFT Amount

Date Received by Availity

Filter

Payments issued within the Last 48 hours Download CSV

Check/EFT #	Payer	Payee	Check/EFT Date	Received by Availity	Check/EFT Amount	Actions
E99999999	BCBSNM	ABC CLINIC	09/17/2019	09/13/2019	\$ 7.00	[Ledger] [Download]
E99999999	BCBSNM	ABC CLINIC	09/17/2019	09/16/2019	\$ 0.00	[Ledger] [Download]
E99999999	BCBSNM	ABC CLINIC	09/17/2019	09/16/2019	\$ 0.00	[Ledger] [Download]
E99999999	BCBSNM	ABC CLINIC	09/17/2019	09/16/2019	\$ 100.00	[Ledger] [Download]

**Quick Tip:**  
→ Select the **Ledger icon** to view any provider adjustments that may have been made to this payment or **Download icon** to create a PDF version of the check/EFT details.

- ▶ All applicable claims for the Check/EFT search will return, along with total paid amounts on each claim
- ▶ Select the corresponding **Claim Number** to view processing details

Check / EFT Claim

Search Search by Check / EFT #, Claim #, NPI, Tax ID, Member ID, Patient Control Number Search

Check / EFT Number E99999999

Filter by: Clear all filters <

Organization

Payer All

Patient Name

Patient ID

Check / EFT Dates

Check / EFT Amount

Claim Received Date

Payments issued from 08/12/2019 to 08/16/2019 Download CSV

Claim Number	Payer	Check/EFT Date	Check/EFT Number	Patient Name (ID)	Total Charged Amount	Total Paid Amount	Actions
99999999991X	BCBSNM	08/16/2019	E99999999	PATIENTNAME M LASTNAME (999999999)	\$300.00	\$120.46	[Ledger] [Download]
99999999992X	BCBSNM	08/16/2019	E99999999	PATIENTNAME M LASTNAME (999999999)	\$247.11	\$218.12	[Ledger] [Download]
99999999993X	BCBSNM	08/16/2019	E99999999	PATIENTNAME M LASTNAME (999999999)	\$334.00	\$185.25	[Ledger] [Download]
99999999994X	BCBSNM	08/16/2019	E99999999	PATIENTNAME M LASTNAME (999999999)	\$111.40	\$78.59	[Ledger] [Download]

## 6) Search by Claim

- ▶ Select **Claim** tab
- ▶ Enter the BCBSNM claim number
- ▶ Select **Search**
- ▶ Next, select the returned **Claim #** to view processing data, such as adjustments, service line details and supplemental data

**Note:** 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.

**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.

## 7) Viewing Claim Results

- ▶ All applicable claims for the Claim Number search will return, along with any adjustments and/or service line details
- ▶ Select **Supplemental** to view inpatient and outpatient adjudication information
- ▶ Select **Print PDF** to create and print results

**Quick Tip:**

- Expand the **Claim Payment Adjustments** and **Service Line Information** to view additional processing details.

Have questions or need additional education? Email the [Provider Education Consultants](#).

Be sure to include your name, direct contact information & Tax ID or billing NPI.