Accessing remittance inquiry

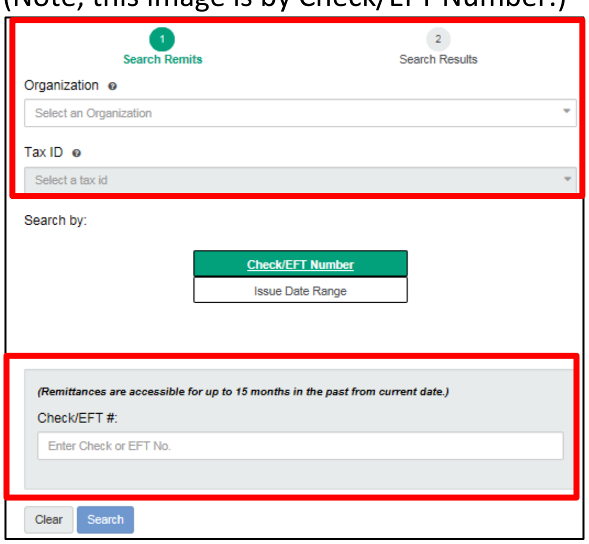
To access remittance inquiries, follow the steps below:

1. Log into the Availity Portal.
2. Access the Remittance Inquiry Tool via the **Payer Spaces** option from the top navigation.

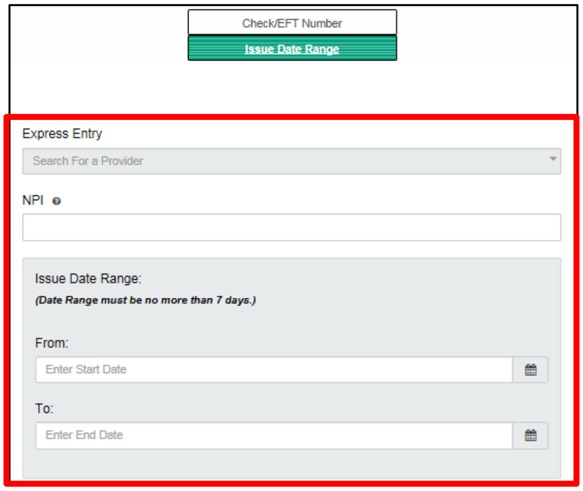
3. Choose **Amerigroup Community Care** from the *Payer Spaces* drop-down box.

4. Select **Applications**, then select the **Remittance Inquiry** tile.

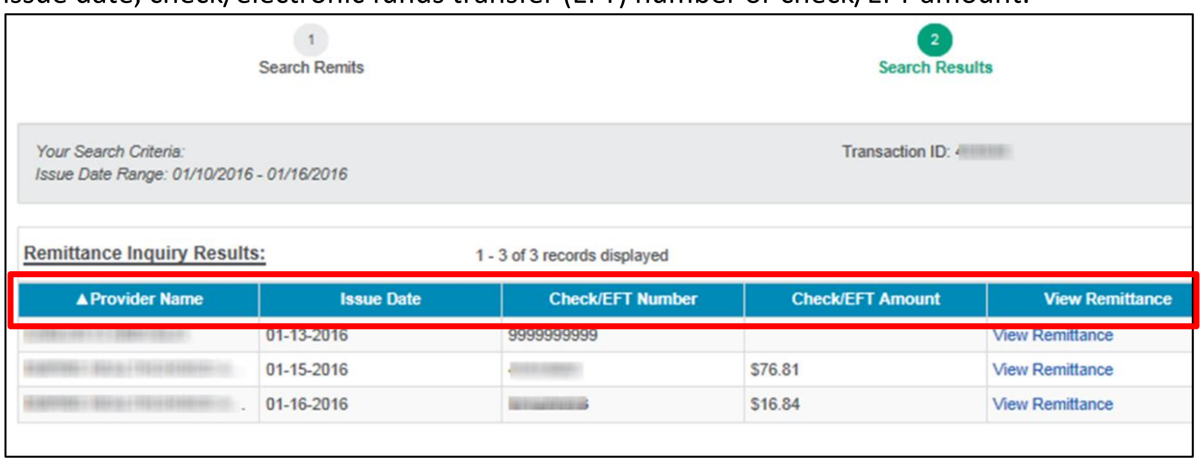
5. Choose your organization and tax ID from the drop-down box, and search by Check/EFT Number or Issue Date Range. After entering the appropriate information, select **Search**. (Note, this image is by Check/EFT Number.)



6. To search by Issue Date Range: Either select the provider from the Express Entry drop-down or enter the NPI, indicate the date range, and then select **Search**.



7. From the *Remittance Inquiry Results* page, the results can be sorted by provider name, issue date, check/electronic funds transfer (EFT) number or check/EFT amount.



Additional information:

- Remit images are available for all Amerigroup members.
- Remits of over 50 pages will return the first 50 pages for viewing.
    - To view all pages, download or print the remit.
- Search in span of seven days and up to 15 months back.
- To conduct a remittance inquiry, access to "View Claims Status Inquiry" is needed.