

Remittance advices

Summary: The purpose of this article is to provide you with recommendations on how to successfully reconcile the outcome of claims that Amerigroup Washington, Inc. has adjudicated. Amerigroup processes claims timely and upon completion. Providers receive a remittance advice or electronic 835 file that supports either paper checks or electronic fund transfers (EFTs). Our remittance advice contains explanation codes specific to Amerigroup for each claim line that we process. Below are recommendations for successfully reconciling the outcome of claims adjudicated by Amerigroup.

The Amerigroup remittance is the most reliable source of truth in regards to the outcome of each claim line that we have adjudicated by reviewing our explanation codes. Occasionally when providers contact us, they refer to the CMS Claim Adjustment Reason Code (CARC), rather than the Amerigroup-specific explanation code.

CARCs were developed and are owned by CMS and are designed to explain how CMS processes claims. Because CARCs are common across the country, electronic clearinghouses will often provide CARCs using a crosswalk that they have developed. Providers may receive CARC reason codes for all payers, but because these are cross walked and not specific to any payer outside of CMS, they are not the most reliable source of truth for our claims. For more information on CARCs, visit <https://www.cms.gov/Medicare/Billing/ElectronicBillingEDITrans/Remittance>.

The Availity Portal remittance viewer

The remittance viewer enables you to view, search and reconcile electronic remittance advice (ERA) or 835 data. The remittance viewer is available to:

- Providers who are enrolled for ERA delivery through Availity.*
- Billing services who receive ERA files on behalf of providers.
- Providers whose ERA files are stored with Availity.
- Providers who have been granted access to another organization's ERAs.

With the remittance viewer, you can search up to seven years of historical ERA data.

Note: The remittance viewer is not available to clearinghouses and vendors.

Accessing the remittance viewer

At the top of Availity Portal, select **Claims & Payments | Remittance Viewer**.

Note: If the remittance viewer item does not display, contact your administrator and request the claim status role.

* Availity is an independent company that administers the secure provider portal on behalf of Amerigroup Washington, Inc.

Check/EFT tab

RV Remittance Viewer Manage Access Give Feedback

Check / EFT Claim

Search Check / EFT Dates -

Filter by:

Organization

Check / EFT Amount

Date Received by Availability
 -

The **Check/EFT tab** of the remittance viewer displays payments by check or EFT number.

Use the search and filter functions to quickly find specific payments. Once you've located the check or EFT that you want to work with, select the link in the *Check/EFT #* column to display the claim(s) associated with that payment.

Check/EFT #	Payer	Payee	Check/EFT Date	Received by Availability	Check/EFT Amount	Actions
1139044397	Cole-Cummerata	Raynor-Sipes	09/30/2019	09/26/2019	\$ 3109.65	
989228262	Koch-Hickle	Raynor-Sipes	09/30/2019	09/26/2019	\$ 630.80	

You can also:

- Select **Download CSV** to download a CSV file that includes all of the items on the **Check/EFT tab** that meet the current search and filter criteria.
- Select the **Explanation of Benefits (EOB)** icon (in the *Actions* column) to download an *EOB* for the associated check/EFT.
Note: The *EOB* icon will appear if the health plan is sending the *EOB*.
- Select the **Provider Adjustments** icon (in the *Actions* column) to display any adjustments associated with a payment.
- Select the **Download** icon (in the *Actions* column) to download a PDF of the check payment, and associated claim payments, for the selected check/EFT.

Claim tab

The **Claim** tab of the remittance viewer displays payments by claim number.

The screenshot shows the 'Remittance Viewer' interface. At the top, there are links for 'Manage Access' and 'Give Feedback'. Below that, there are tabs for 'Check / EFT' and 'Claim'. A search bar is present with the text 'Claim #, Check / EFT #, Tax ID, NPI, Member ID, Patient Control Number, Payer Name'. To the right of the search bar, there are date pickers for 'Check / EFT Dates' with values '08/27/2019' and '11/25/2019', and a 'Search' button. A filter sidebar is open on the left, showing options for 'Organization' (All), 'Patient Name', 'Patient ID', 'Check / EFT Amount', 'Claim Received Date', and 'Service Date'. A 'Filter' button is at the bottom of the sidebar.

Use the search and filter functions to quickly find specific payments. Once you've located a claim that you want to work with, select the link in the *Claim/EFT #* column to display the claim detail.

Check/EFT #	Payer	Payee	Check/EFT Date	Received by Availability	Check/EFT Amount	Actions
1139044397	Cole-Cummerata	Raynor-Sipes	09/30/2019	09/26/2019	\$ 3109.65	 
989228262	Koch-Hickle	Raynor-Sipes	09/30/2019	09/26/2019	\$ 630.80	 

You can also do the following:

- Select **Download CSV** to download a CSV file that includes all the items on the *Claim* tab that meet the current search and filter criteria.
- Select the *EOB* icon (in the *Actions* column) to download an *EOB* for the associated claim.
Note: The *EOB* icon will appear if the health plan is sending the *EOB*.
- Select the **Download** icon (in the *Actions* column) to download a PDF of the claim payment details for the associated claim.