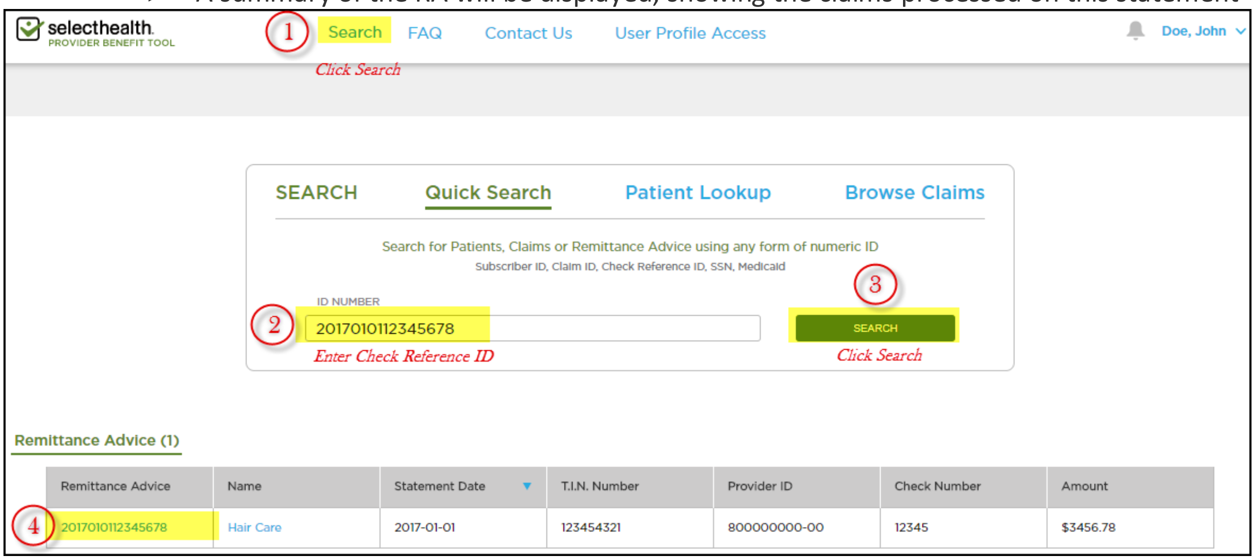
How Do I Search for a Remittance Advice?

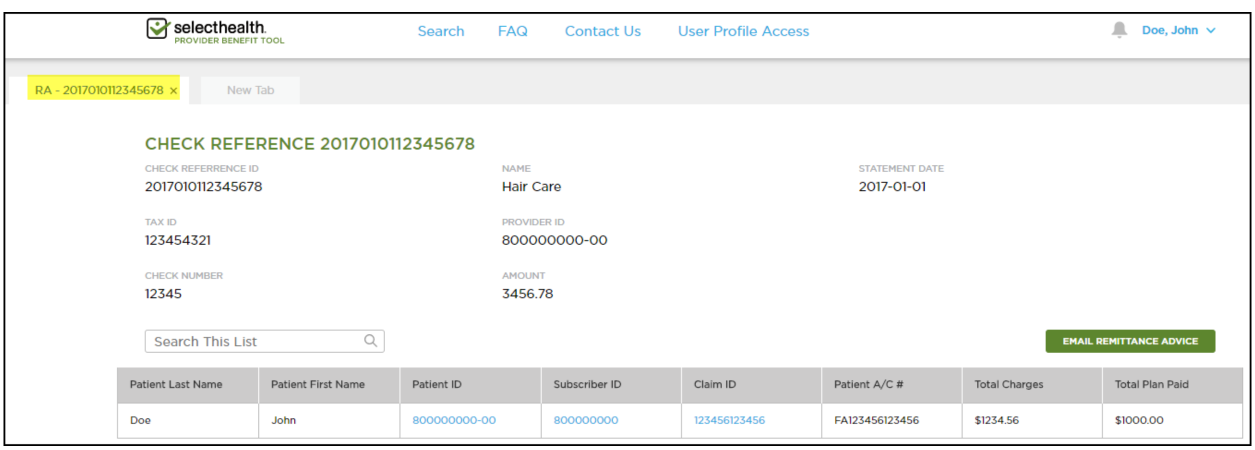
To quickly view processing or detailed information for a particular payment, view a remittance advice (RA) in the Provider Benefit Tool.

To Search Using the Check Reference ID Number

1. Click the "Search" tab
2. Enter the Check Reference ID in the "ID Number" field rather than the subscriber's ID
3. Click the "Search" button
   > High-level details of the RA (e.g., statement date, check number, check amount) will be displayed

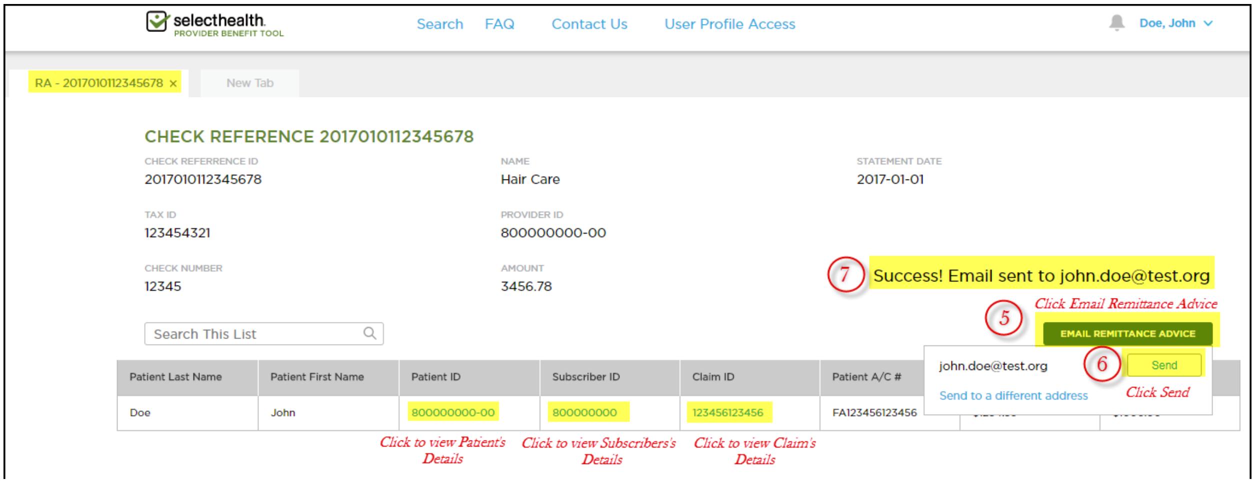
4. To view which claims were processed on the RA, click on the remittance advice number
   > A summary of the RA will be displayed, showing the claims processed on this statement





To Receive a Copy of the RA

5. Click the "Email Remittance Advice" button
6. Click "Send" to receive remittance advice at the email address shown
   > Click "Send to a different address" to enter a different email address
7. A success message is displayed by the system



Also Available to View on This Screen

You can click on the fields indicated in the image above to view:

> **Patient ID** – Displays an overview of the member's policy, including deductibles, accumulators, and visit limits; claims for the specific patient with your office; and a link to policy details in the Medical Payment Summary (MPS)

> **Subscriber ID** – Displays details of the member's eligibility

> **Claim ID** – Displays details of the particular claim, including procedure codes billed; amounts charged, allowed, and paid by the plan; member cost-share amounts; and any claim-processing message codes