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 Montana (BCBSMT). 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 BCBSMT, refer to the Availity EFT & ERA Enrollment User Guide for instructions.

1) Getting Started

- Go to Availity®
- Select Availity Portal Login
- Enter User ID and Password
- Select Log in

*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 Administrators 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 NPIs).
  - 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 BCBSMT 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 (e.g., C20123123456780).

- On the Verify Data page
  - Select the Payer whose ERAs you want to access to
  - 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

![Remittance Viewer User Guide via Availity Provider Portal](image)
5) Search by Check/EFT

- Select the **Check/EFT** tab
- Enter the BCBSMT 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 BCBSMT 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.

- 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

**Quick Tip:**

- Select the **Ledger icon** to view any provider adjustments that may have been made to this payment, or the **Download icon** to create a PDF version of the check/EFT details.
6) Search by Claim

- Select the **Claim** tab
- Enter the BCBSMT claim number
- Select **Search**
- Next, select the returned **Claim #** to view processing data (*i.e.*, 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 view and print results

**Quick Tip:**

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

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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.