Healthy Blue℠
BlueChoice® HealthPlan of SC

Healthy Connections

April 2019

Healthy Blue Remittance Inquiry Reference Guide

You have quick and simple access to your remittance advices online using the new Remittance Inquiry Application. You'll find there are many advantages to using it:

- The images can be saved to the user's computer or they can be printed out.
- You can view remittances dating back 15 months and also seven days into the future.
- Availity administrators and assistants, as well as anyone who has been assigned the claims role in Availity, can access the Remittance Inquiry Application. Availity is an independent company that administers the secure portal on behalf of BlueChoice Health Plan.

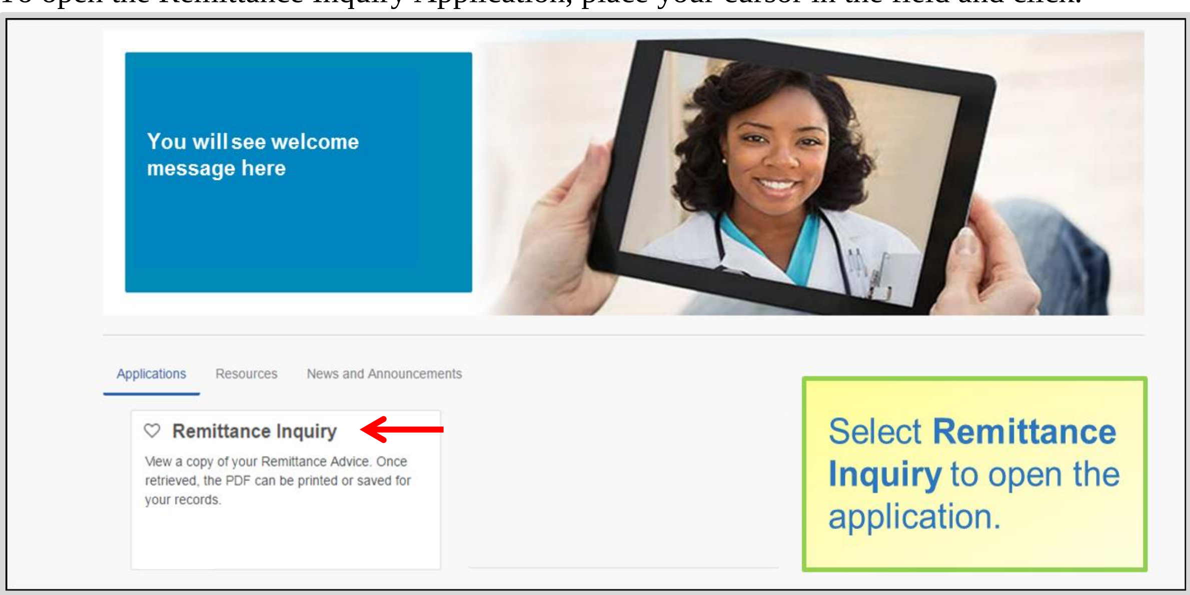
Users in your organization who need access to view online remittances should contact their Availity administrator to assign them to the claims role within the Availity Portal.

Navigation directions

Go to **https://www.availity.com*** to log in to the Availity Portal.

Select **Payer Spaces** on the top navigation bar and then the **Healthy Blue** tile.

To open the Remittance Inquiry Application, place your cursor in the field and click.



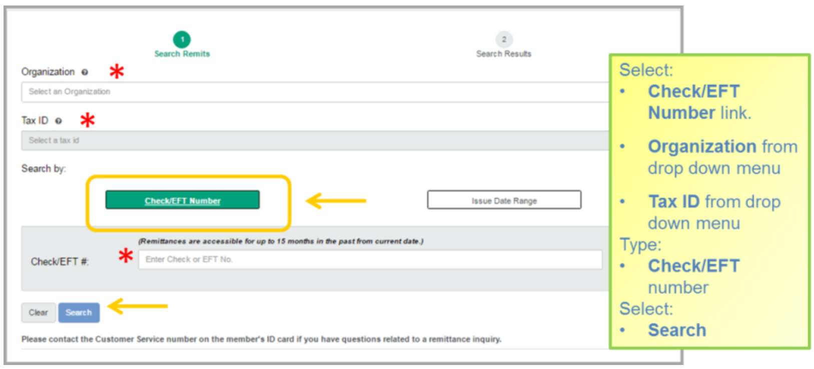
After opening the application, you have two search options to view your organization's remittances; one doesn't require an NPI (option A), and the other does (option B).

* This link leads to a third-party site. That organization is solely responsible for the contents and privacy policies on its site.

Option A: search by check/electronic funds transfer (EFT) number

The Remittance Inquiry Application defaults to the check/EFT search option.

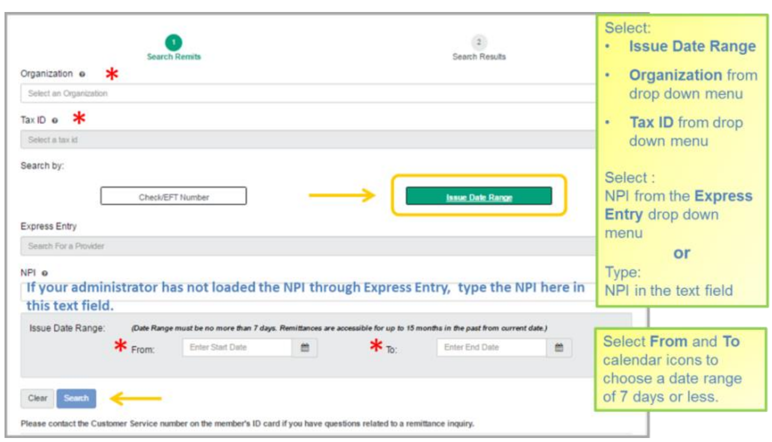
To conduct this search, all you need is the check/EFT number affiliated with the organization and tax ID you have set up in Availity. First, select an option from the **Organization** drop-down menu. If you're attached to one organization in Availity, you'll only have one option here. Next, select the appropriate tax ID from the drop-down menu. Then, type the check/EFT number you want to view in the text field.



Option B: search by issue date range

This search requires an NPI and a date range. First, select an option from the **Organization** drop-down menu. Next, select the appropriate tax ID from the drop-down menu. If your Availity administrator loaded all the NPIs tied to your organization through **Express Entry**, you can select the NPI from the **Express Entry** drop-down menu. If not, manually type in the appropriate NPI.

For the **Issue Date Range**, you can select a date range from seven days in the past and up to seven days in the future.



The following is an example of the *Search Results* page if you've searched using the issue date range option. If you conducted your search using the check/EFT option, you'll only see that remittance.

You have the option to sort by provider name, issue date, check/EFT number or check/EFT amount. There is a sort feature for each column to narrow down the selection.

Select **View Remittance** to access the image of the paper remit. The remit document can be printed and saved.