



Wyoming
Department
of Health

Provider

Remittance Advice Inquiry

Remittance Advice (RA) Inquiry

- This training provides instructions for performing a Remittance Advice Inquiry on the Medicaid Portal.

Learning Objective

- Learn how to perform a Remittance Advice Inquiry in Business Management System service (BMS).



Remittance Advice Overview

Remittance Advice is a communication about a decision made concerning a claim submission.

There are several remittance advices that can be sent.

Remittance Advice (RA) - The provider and the clearinghouse, or the Billing Agent who submitted the claim, are notified how each line item on every claim is resolved. Providers designate who should have access to their Remittance Advice.



Remittance Advice Inquiry

The screenshot shows the Wyoming Department of Health's Remittance Advice Inquiry interface. The user is logged in as Jeredgip, Keunaake Sylvijan. The navigation menu includes My Inbox, Admin, Provider, Claims, and Rate Settings. The 'Claims' menu is open, showing options for CLAIM SUBMISSION, MANAGE CLAIMS, INQUIRE CLAIMS, RA LIST, NON CLAIM ADJUSTMENTS, ADMINISTRATION, and INQUIRE PHARMACY CLAIMS. The 'Inquire Claims' option is highlighted with a blue bar and a red box. An orange circle with the number '1' is next to the 'Claims' menu, and another orange circle with the number '2' is next to the 'Inquire Claims' option.

To find the beneficiary's RA number, you need to look up a beneficiary. This can be done several different ways. In this example, we will search via the Beneficiary ID number.

1. Select Claims.
2. Select Inquire Claims from the drop-down menu.

Remittance Advice Inquiry

The screenshot shows the 'Inquire Claims' interface. At the top, there is a search bar with two 'Filter By' dropdown menus and an 'And' connector. Below this, there are additional filters for 'Processing Status' (set to 'In'), 'Claim' (set to 'Claim'), and 'Last 6 Months' (set to 'Last 6 Months'). A 'Go' button is present. Below the filters is a table with columns: 'Provider NPI', 'Billing Provider ID', 'Claim Type', 'From Date', 'To Date', 'Submitted Charges', and 'Claim Sta'. The table is currently empty, displaying 'No Records Found!' in red text. A dropdown menu is open on the left side of the 'Filter By' field, listing various filter options: 'Filter By', 'Admission Date', 'Approved Amount', 'Batch ID', 'Beneficiary ID', 'Billing Provider ID', 'Billing Provider NPI', 'CHIP ID', 'Claim Notes', 'Claim Type' (highlighted in blue), 'Consumer ID', 'DRG', and 'From/To Dates'.

Use the Filter By option in order to narrow your search parameters. In this example, we will filter by Claim Type.

Remittance Advice Inquiry

Inquire Claims

Claim Type And Filter By

And Filter By And Filter By

And Filter By With Claim Status With Processing Status In

Last 6 Months

TCN	Beneficiary ID	Billing Provider NPI	Billing Provider ID	Claim Type	From Date	To Date	Submitted Charges	Claim Status	Processing S
▲▼	▲▼	▲▼	▲▼	▲▼	▲▼	▲▼	▲▼	▲▼	▲▼
No Records Found!									

With Claim Type selected in the Filter By field, we can then enter the Type in the corresponding text field.

Remittance Advice Inquiry

The search results display the Inpatient claims. Select the Beneficiary TCN to go to the Beneficiary Details page.

Inquire Claims									
Claim Type		r		And		Filter By			
		And		Filter By				And	
		Filter By				With Claim Status		With Processing Status	
And		Filter By						In	
All								Go	
TCN	Beneficiary ID	Billing Provider NPI	Billing Provider ID	Claim Type	From Date	To Date	Submitted Charges	Claim Status	Processing Status
01800322456100100	519508259	1649380593	117906303	R- Inpatient	09/01/2016	09/14/2016	-\$9,750.00	Credited	RA Generat
01800322456200100	519508259	1649380593	117906303	R- Inpatient	09/01/2016	09/14/2016	\$9,750.00	Adjusted	RA Generat
01800422461100100	136084391	1295709822	122217101	R- Inpatient	10/26/2017	11/03/2017	-\$18,280.00	Credited	RA Generat
01800422461200100	136084391	1295709822	122217101	R- Inpatient	10/25/2017	11/03/2017	\$18,280.00	Paid	RA Generat
01801122457101000	127839322	1720038946	108787800	R- Inpatient	07/03/2016	07/16/2016	-\$81,420.42	Void	RA Generat

Remittance Advice Inquiry

Scroll down to the bottom of the page to find the RA Number.

Header TCN: 01800422461200100
Beneficiary ID: 136084391 Name: Caelyalo, Avreepop

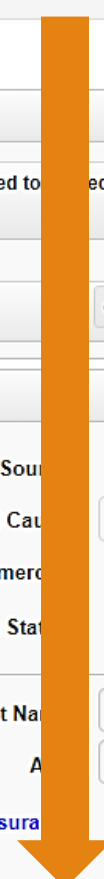
TCN	Error Code	Error Description	Disposition	Forcible	Suspended Date	Erroneous Data	Assigned to
01800422461200100001	L351	BILLED AMT DEVI FROM NORM-HI	Pay and Report	Y			

View Page: 1 Go Page Count SaveToXLS Viewing Page: 1

Header Details

TCN: 01800422461200100 Claim Type: R - Inpatient
Original TCN: 51734822450000600 No Of Lines: 1
Bill Type: 0 * 1 * 1 * 7 * Medicare: N
Adjustment Source: 20-CLAIM ERROR Pricing Rule: Claim Status: P

Beneficiary ID: 136084391 * Last Name: Caelyalo First Name: A
Gender: F-Female * DOB: 02/19/1976 *
Patient Control Number: 140409828 * Medical Record Number: 140409828 Other Insurance: 0
Benefit Plan:



Remittance Advice Inquiry

Copy the RA Number.

Patient Status:	01-Discharged to home or self care (routine discharge) ▾ *				
Admit Source:	4-Transfer from a Hospital (Different Facility) ▾ *				
Admit Type:	2-Urgent ▾				
Admit Date:	10/14/2017 📅	Admit Hour:	00:00 (HH:MM)		
Discharge Hour:	(HH:MM)	Days Billed:		Code Cate	
Principal Diagnosis Code:	F3181 * POA: Y-Yes ▾	Admitting Diagnosis Code:	F314	Reason For	
E-Code:	POA: ▾	Covered Days:		Co-Insurance	
Other Diagnosis Code:	POA: ▾	Non Covered Days:		LR	
Other Diagnosis Code:	R45851 POA: Y-Yes ▾				
Manual Price:					
Delay Reason Code:	▾				
Submitted Charges:	\$18,280.00 *	Billed Amount:		Approved A	
Medicare Paid:		Medicare Co-Insurance:		M	
Other Insurance:		Other Insurance Co-Insurance/CoPay:		Ded	
Warrant/EFT Number:		RA Number:	318839661	Other Insurance Ded	
				Pay Cyc	

Remittance Advice Inquiry

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My Inbox Admin Provider **Claims** Reference Member TPL Rate Settings

Jeredgip, Keunaake Sylvijan

MyInbox > Inquire Claims

Close

Inquire Claims

Claim Type r

And Filter By

And Filter By

All Go

TCN	Beneficiary ID	Billing Provider NPI	Billing Provider ID	Claim Type
01800322456100100	519508259	1649380593	117906303	R-Inpatient
01800322456200100	519508259	1649380593	117906303	R-Inpatient
01800422461100100	136084391	1295709822	122217101	R-Inpatient

Close the Beneficiary Detail page and select Claims from the main menu.

- Select RA List from the Claims menu.

Remittance Advice Inquiry

Filter by RA Number.

The screenshot shows a web application interface for a 'Payment Summary List'. At the top, there is a breadcrumb trail: 'MyInbox > Inquire Claims > Payment Summary List'. Below this is a 'Close' button. The main section is titled 'Payment Summary' and contains a filter interface. The filter interface has two 'Filter By' dropdown menus, each followed by an input field, and an 'And' connector between them. A 'Save' button is located to the right of the second dropdown. A dropdown menu is open on the left, listing various filter criteria: 'Filter By', 'Billing Agent ID(Receiver)', 'Billing Provider NPI(Receiver)', 'FIN(Federal Identification Number)', 'Pay Cycle Date', 'RA Number' (highlighted in blue), 'SSN(Social Security Number)', 'Vendor ID', and 'Warrant/EFT Number'. Below the filter interface is a table with columns: 'Number', 'Pay Cycle Date', 'Transaction Count', 'Charges', and 'Payment'. The table is currently empty, displaying the message 'No Records Found!' in red text.

Remittance Advice Inquiry

Wyoming Department of Health

My Inbox Admin Provider Claims Reference Member TPL Rate Settings PA Financials

Quick Find Note Pad External Links My Favorites Print Help

MyInbox > Payment Summary List > Inquire Claims > Payment Summary List

Close

Payment Summary

RA Number 78348029 And Filter By Go Save Filters My Filters

RA Number	Warrant/EFT Number	Pay Cycle Date	Transaction Count	Charges	Payment Amount
78348029		05/17/2021	1	\$100.00	\$0.00

View Page: 1 Go Page Count SaveToXLS Viewing Page: 1 << First < Prev Next >> Last

Page ID: pgRAPaymentsList(Claims) Environment: evoBrix X -WY_TRN 38 1.0 Server Time: 06/28/2021 03:01:59 MDT

Paste the RA Number you copied from the previous screen.

- Click Go.

The Remittance Advice will be displayed based on the RA number you have entered.

By selecting the RA Number hyperlink, you can view the Claims Summary details.

Remittance Advice Inquiry

From the Claims Summary page, select the TCN hyperlink to view Remittance Advice.

The screenshot displays the Remittance Advice Inquiry interface. At the top, there are fields for RA Number (78348029), Vendor ID, Billing Agent Name/Tax ID Name (Pirtim, Rallyun), Payment Approved Amount (\$0.00), Pay Cycle Date (05/17/2021), Tax ID (133636127), Warrant/EFT Number, and Payment Method. A blue number '835' is visible in the top right corner.

The main section is titled 'Claims Summary' and contains a table with the following columns: TCN, From Date, To Date, Beneficiary ID, Billing Provider NPI, Servicing Provider NPI, Units, Submitted Charges, Payment Approved Amount, Billed Amount, Status, Remark Codes, and Reason Codes. A single record is listed with TCN 212101110000004000, From Date 01/11/2021, To Date 01/11/2021, Beneficiary ID 0000002700, Billing Provider NPI 1346631249, Units 1, Submitted Charges \$100.00, Payment Approved Amount \$0.00, Billed Amount \$100.00, and Status Denied. The TCN value is a blue hyperlink.

Below the table, there are navigation controls including 'View Page: 1', 'Page Count', 'SaveToXLS', and 'Viewing Page: 1'. There are also navigation buttons for 'First', 'Prev', 'Next', and 'Last'.

Below the Claims Summary table is a 'Non Claims Summary' section with columns for TCN, Billing Provider NPI, Source, Adjust Reason, Description, Adjust Amount, and Date Adjust. A red message 'No Records Found!' is displayed in this section.

At the bottom of the interface, there is a 'Cancel' button and a footer with the text 'Page ID: pgRAPaymentsDetail(Claims)'.

Remittance Advice Inquiry

You are now viewing the Remittance Advice error codes and error descriptions.

In the Disposition column, we can see the claim submission decision.

In the Forcible column, we can see if the error correction is able to be changed/forced.

You can select the Error Code hyperlink to view the Error Codes details page.

Header TCN: 212101110000004000
Beneficiary ID: 0000002700
Name: RAO, KIRAN

TCN	Error Code	Error Description	Disposition	Forcible	Suspended Date	Erroneous Data	Assigned to/Denied by	Assigned Date/Denied Date
212101110000004000	1821	UNABLE TO DETERMINE BILLING OR RENDERING PROVIDER SPECIALTY	Ignore	Y				
212101110000004000	5300	BILLING PROVIDER/VENDOR ID INACTIVE	Ignore	Y				
212101110000004000	1127	BENEFICIARY AGE NOT VALID FOR DIAGNOSIS CODE	Deny	Y				
212101110000004000	5215	STATE PSYCH ROOM & BOARD REVENUE CODE IS MISSING	Deny	Y				
212101110000004000	1357	DETERMINE BILLING PROVIDER TYPE FAILED	Ignore	Y				
212101110000004000	1010	ADMISSION HOUR MISSING OR INVALID	Deny	Y				
212101110000004000	1034	ADMIT DATE MISSING	Deny	Y				
212101110000004000	7008	ELECTRONIC CLAIM WITH ATTACHMENT MORE THAN 30 DAYS OLD	Suspend	Y				

View Page: 1 | Page Count | SaveToXLS | Viewing Page: 1

Header Details

TCN: 212101110000004000
Original TCN:
Bill Type: 0 * 2 * 1 * 1 *

Claim Type: R - Inpatient
No Of Lines: 1
Medicare: N

Source: DDE
Related Cause: NO
Commercial: N

Page ID: dlgViewClaimHeaderDetail(Claims)



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Thank You

Provider – Remittance Advice Inquiry