Chapter 5. Searching payment history and RA status

Searching payment history locates payments made to the provider and allows access to copies of the Remittance Advice (RA).

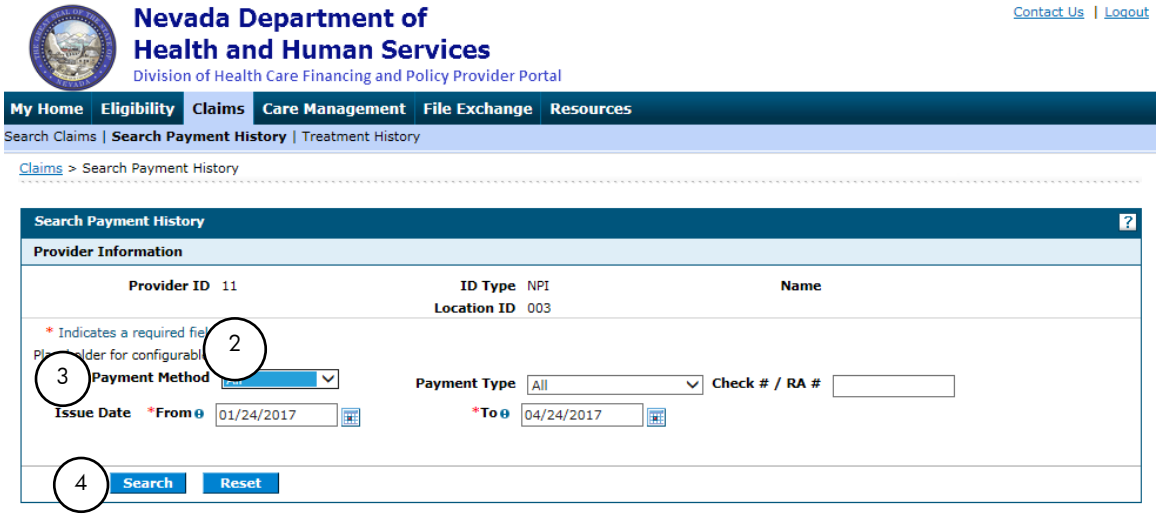
NOTE: Pharmacy RAs are not available through this feature.

5.1 Accessing search payment history

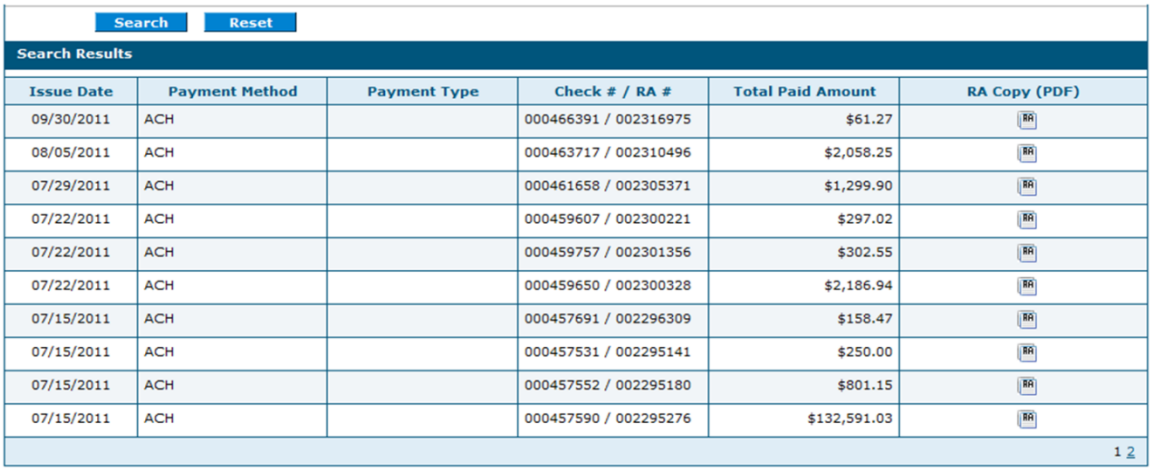
To access this feature:

1. Click on **Search Payment History** from the **My Home** page under **Provider Services** or within the **Claims** tab submenu. The **Search Payment History** screen will appear. This screen will prepopulate with the provider's information.

2. Search for payments by entering information in the appropriate fields. **Payment Method** and **Payment Type** default to "All." Fields with a red asterisk (*) are required. The **Check #/RA #** field is optional and can be either the check # or RA #. It must be numeric up to nine digits and exist within the specified date range.
3. Enter **Issue Date From** and **To** date. The date cannot span more than 90 days between the **From** and **To** dates, however you can search as far back as 6 months.
4. Click **Search**.



The search results display as shown below.



Search Reset

Search Results

Issue Date	Payment Method	Payment Type	Check # / RA #	Total Paid Amount	RA Copy (PDF)
09/30/2011	ACH		000466391 / 002316975	$61.27	
08/05/2011	ACH		000463717 / 002310496	$2,058.25	
07/29/2011	ACH		000461658 / 002305371	$1,299.90	
07/22/2011	ACH		000459607 / 002300221	$297.02	
07/22/2011	ACH		000459757 / 002301356	$302.55	
07/22/2011	ACH		000459650 / 002300328	$2,186.94	
07/15/2011	ACH		000457691 / 002296309	$158.47	
07/15/2011	ACH		000457531 / 002295141	$250.00	
07/15/2011	ACH		000457552 / 002295180	$801.15	
07/15/2011	ACH		000457590 / 002295276	$132,591.03	

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Issue Date – Date the payment was issued/paid

Payment Method – Payment method code

Payment Type – Not used - field is blank

Check#/RA# – Check number and RA number

Total Paid Amount – Amount of payment made to provider

RA Copy (PDF) – Link to view, print or download to user's computer. This requires PDF software.

If the RA is too large to display, you will get an error message instead of downloaded RA. You will need to contact Customer Service for assistance.

Code	Description
ACH	Electronic payment was made to the provider through an Automated Clearing House (ACH).

Code	Description
CHK	A live check was issued for payment.
FWT	Payment was sent to the provider by a wire transfer.
NON	The data on this page is for informational purposes only and no dollars are to be disbursed.

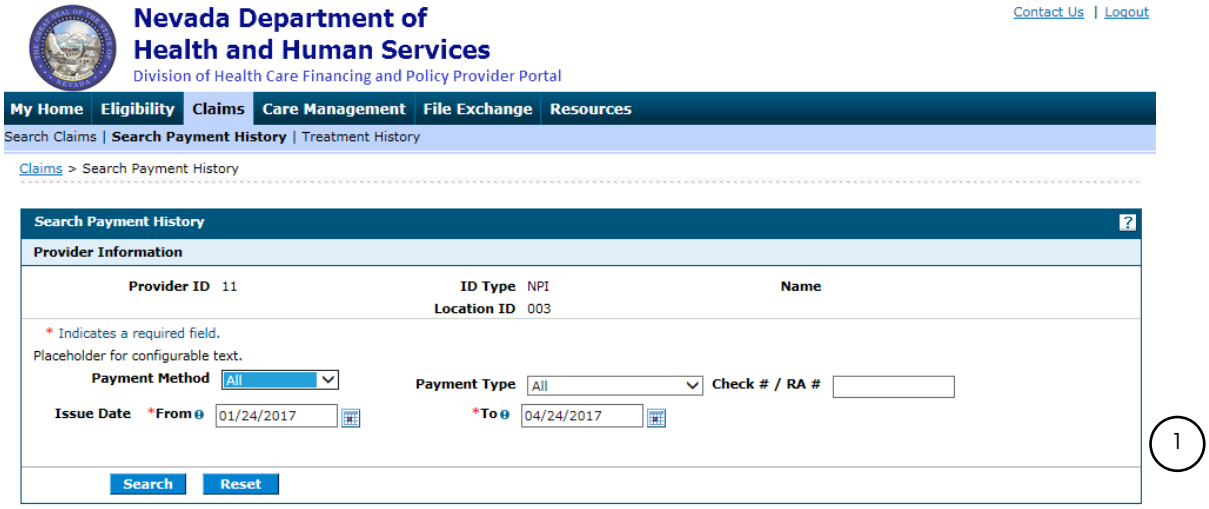
5.2 Logging out of search payment history

After verifying a payment, it is strongly recommended that you log off after each session. This will ensure PHI is secure and makes the login readily available for the next user.

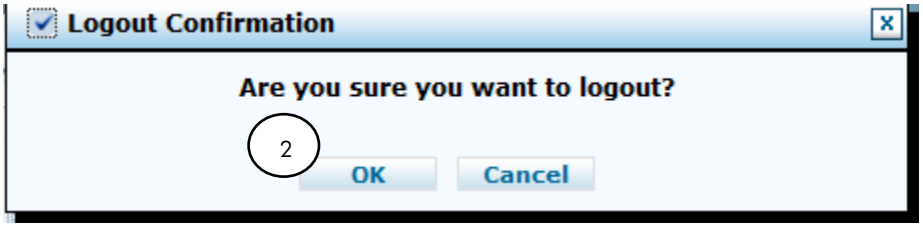
To log out:

1. Click **Logout**. The **Logout Confirmation** screen displays.

   ✍ ***Logout*** *is located in the same area on all screens within EVS.*



2. To go back to previous screen, click **OK** or **Cancel**.



After clicking **OK**, you will be taken back to the **Provider Login Home** page.