

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.

The screenshot displays the Nevada Department of Health and Human Services Provider Portal. At the top, the Nevada state seal and the department name are visible, along with a 'Contact Us' and 'Logout' link. A navigation bar contains 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources', with 'Claims' circled in red and a '1' next to it. Below the navigation bar, the 'My Home' section is shown. On the left, a 'Provider' profile for 'County Hospital Outpatient Services' is displayed with fields for Name, Provider ID, and Location ID. Below this are links for 'My Profile' and 'Manage Account'. A 'Provider Services' menu is also present, with 'Search Payment History' circled in red and a '1' next to it. Other services listed include 'Member Focused Viewing', 'PASRR', 'EHR Incentive Program', and 'EPSDT'. In the center, a 'Broadcast Messages' box contains a message about the portal's availability and a 'Welcome Health Care Professional!' greeting. To the right, there are links for 'Contact Us' and 'Secure Correspondence', along with contact information for Nevada Medicaid Administration. At the bottom, a paragraph states the department's commitment to making it easier for providers to perform their business.

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 screenshot shows the 'Search Payment History' form with the following fields and annotations:

- 2**: Points to the 'Provider ID' field.
- 3**: Points to the 'Payment Method' dropdown menu.
- 4**: Points to the 'Search' button.

The search results display as shown below.

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	

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).
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.

The screenshot shows the Nevada Department of Health and Human Services Provider Portal. The top navigation bar includes 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources'. The 'Claims' tab is selected. Below the navigation bar, there are links for 'Search Claims' and 'Search Payment History'. The 'Search Payment History' section contains a form with the following fields: 'Provider ID', 'ID Type', 'Location ID', 'Name', 'Payment Method' (dropdown menu), 'Payment Type' (dropdown menu), 'Check # / RA #' (text input), 'Issue Date' (calendar icon), '*From' (calendar icon), and '*To' (calendar icon). There are 'Search' and 'Reset' buttons at the bottom of the form. In the top right corner, there are links for 'Contact Us' and 'Logout', with the 'Logout' link circled with a '1'.

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

The screenshot shows a 'Logout Confirmation' dialog box. The dialog box has a title bar with a close button (X). The main text of the dialog box asks 'Are you sure you want to logout?'. Below the text are two buttons: 'OK' and 'Cancel'. A '2' is circled next to the 'OK' button.

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