Search Payment History Enhancement for Electronic Verification System and Automated Response System

Effective September 16, 2013, the Search Payment History feature available in the Provider Web Portal's Electronic Verification System (EVS) and in the Automated Response System (ARS) has been updated to provide payment history for payments with a disbursement type of Z (No Check or ETF). These payments represent a zero dollar amount and could not be inquired on previously.

In EVS, these payments will now be displayed along with their associated Remittance Advice (RA). Providers will be able to download RAs for weeks where no actual payments were received.

Search for payments by entering information in the appropriate fields. "Payment Method" and "Payment Type" default to "All." The fields with a red asterisk are required. "Check#/RA#" is optional and can be either the check number or the RA number. If you use the check number option, do not enter all zeros. If a search is done using a check number of all zeros, it will be treated as if spaces are used and the system will return search results matching the other fields entered, including non-zero check numbers.

Search Payment History					?
Provider Information					
Provider ID XXXXXXXXXX		ID Type NPI		Name XXXXXXXXXXXXXXXXXX	
		Location ID 031			
* Indicates a required field.					
Payment Method All		Payment Type All		Check # / RA #	
Issue Date *From❶ 06/14/2013		*To❶ 09/12/2013			
Search Reset					
Search Results					
To access a copy of the Remittance Advice, select the 'RA' icon. Access to the RA will require 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.					
Issue Date	**Payment Method**	**Payment Type**	**Check # / RA #**	**Total Paid Amount**	**RA Copy (PDF)**
06/21/2013	ACH		XXXXXXX:8 / XXXXXXX26	$58.16	🖹
06/21/2013	ACH		XXXXXXX31 / XXXXXXX03	$5,235.81	🖹
06/14/2013	CHK		000000000 / XXXXXXX15	$0.00	🖹
06/14/2013	ACH		XXXXXXX50 / XXXXXXX63	$1,422.13	🖹
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When providers call the ARS (800-942-6511), they will now hear the following message: "A remittance was issued with no payment" for the most current three payment periods that have payments with a disbursement type of Z.