Easy access to remittances in Availity Essentials

Kansas | Healthy Blue | Medicaid

The Remittance Viewer in Availity Essentials allows users to effortlessly access and search remittance data at no extra cost.

To use this application, log in to Availity Essentials at https://Availity.com. From the menu bar, select **Claims & Payments** and then **Remittance Viewer**. You can either select the **Check/EFT** tab (to view remittances by check/electronic funds transfer (EFT) information) or select the **Claims** tab (to view remittances by claim information).

Searching for remittances

You can search multiple variables within the Remittance Viewer, including check number, claim number, member ID, NPI, and tax ID. You can also search multiple fields at a time — Multiple fields matching your criteria will display. For example, 123456789 will return both NPI and tax ID results.

Viewing and downloading documents

You can view claims and claim details by selecting the claim number in the *Claim #* column. You can also download search results using either the Download CSV icon or by selecting the download icon. To download an *EOP/ EOB* associated with a payment, select the *EOP/ EOB* icon in the *Actions* column of the *Check/EFT* tab. To download an *EOP/ EOB* associated with a claim, select the *EOP/ EOB* icon in the *Actions* column of the *Claims* tab.

Printing information

You can generate a PDF of payment information by selecting the download icon in the *Actions* column of the *Check/EFT* tab. You can then print a summary of the payment alone or a summary of the payment followed by the claims associated with the payment.

You can also print information about a specific claim associated with a payment by selecting the download icon in the *Actions* column of the *Claims* tab.

Contact us

Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials, go to https://Availity.com, log in, and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section of our provider website for the appropriate contact.

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