

## Change Healthcare ProviderNet – Searching for Payments



- Click Payment Search on your Control Panel.
- Towards the bottom of this page your payments are listed from newest to oldest dating back two years.

Show All | Hide All

**Payment**

Payment Number	Payment Date Range	Payer (Use CTRL-Click to select multiple)
<input type="text"/>	<input type="text"/>	<div style="border: 1px solid #ccc; padding: 2px;">                     Kaiser Permanente of Georgia                      Allegiance Benefit Plan Management                      QualChoice                      Ogden Benefits Administration                      Molina Healthcare                      Rocky Mountain Health Plans HMO                      Neighborhood Health Plan                      Rocky Mountain Health Plans HCO                 </div>
Payment Amount	Payment Type	
<input type="text"/>	Any Type	
Reconciled	Downloaded	
See All	See All	
EFT Trace Number	EFT Date Range	
<input type="text"/>	<input type="text"/>	

**Payee**

Payee Name

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN) ?

Any Tax ID

Destination Account

Any Account

Payment Address (EFT Only)

Any Address

**Claim**

Claim Number	Claim Date Range
<input type="text"/>	<input type="text"/>
Patient ID	Patient Name
<input type="text"/>	<input type="text"/>

**NOTE:** Alegeus has changed the way multiple EDI documents are downloaded. Instead of having multiple interchanges and functional groups (ISA,GS/GE,IEA) in one download file, each file will have one set of control segments which will include multiple transaction sets. If you have questions about this change, please contact Alegeus Provider Services.

An asterisk ( \* ) can be used as a wildcard search character at the beginning or end of a string.

Search Type:

0 item(s) selected.

|

	Date	Payment Nbr	Payer	Payee Name	Type	Acct #	Amount	Reconciled	
<input type="checkbox"/>	05/20/2014	678901	ABC Insurance	ABC Healthcare	EFT	*1234	1234.55	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	05/19/2014	567890	ABC Insurance	ABC Healthcare	EFT	*1234	2345.66	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	04/25/2014	456789	ABC Insurance	ABC Healthcare	EFT	*1234	345.56	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	04/23/2014	345678	ABC Insurance	ABC Healthcare	EFT	*1234	1252.25	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	05/20/2014	234567	ABC Insurance	ABC Healthcare	EFT	*1234	200.03	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	05/19/2014	123456	ABC Insurance	ABC Healthcare	EFT	*1234	152.00	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

Total Amount: \$53,595.51 of \$85,876.16

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If you have any questions or concerns the ProviderNet Customer Support Team is available 8 a.m. – 6 p.m. CT at 877-389-1160 or email us at [wco.provider.registration@changehealthcare.com](mailto:wco.provider.registration@changehealthcare.com)



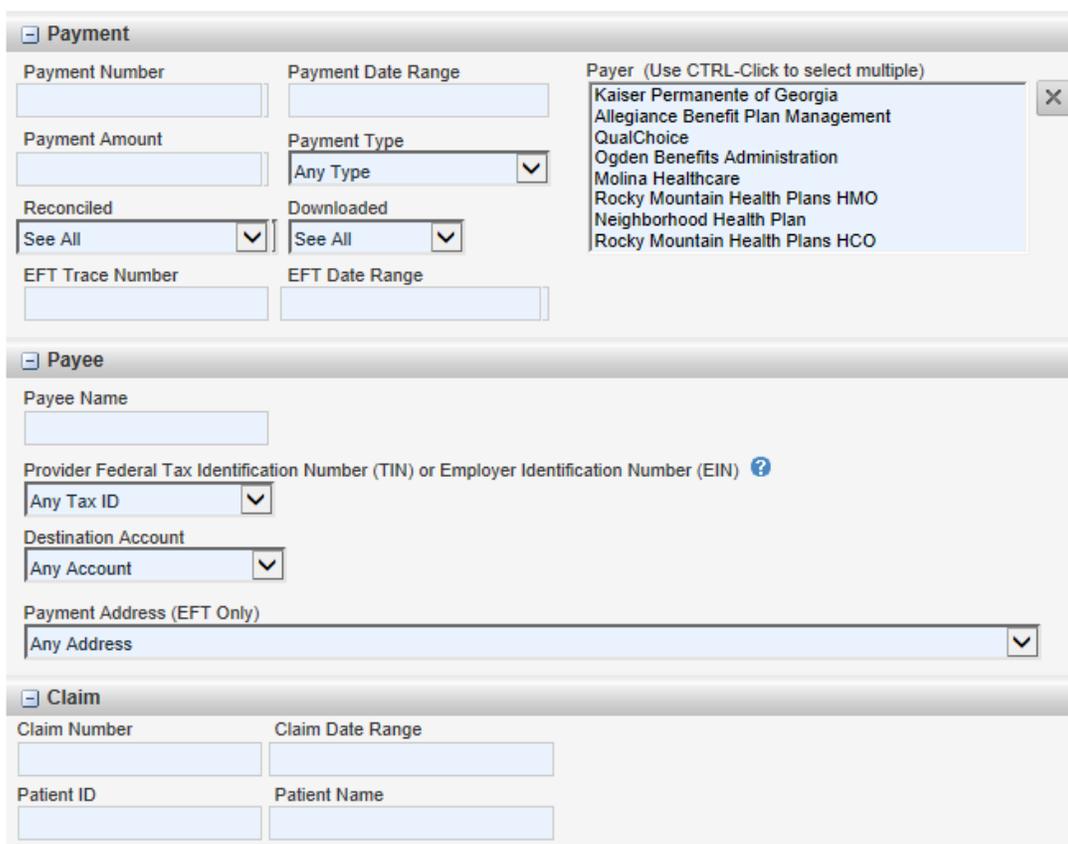
- Your Payment Search page contains 3 categories that you can use to search for particular payments. Click the “Plus Button”  before each category title in order to open each search section.

[Show All](#) | [Hide All](#)



- Above the search categories you can click [Show All](#) in order to expand each searchable section.

 [Show All](#) | [Hide All](#)



The screenshot shows the expanded search filters for three categories: Payment, Payee, and Claim.

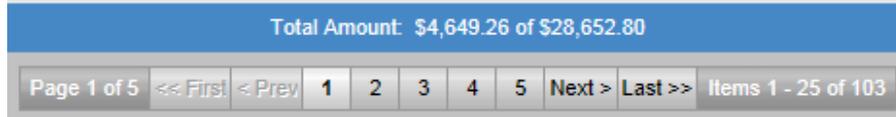
- Payment:** Includes fields for Payment Number, Payment Date Range, Payment Amount, Payment Type (Any Type), Reconciled (See All), Downloaded (See All), EFT Trace Number, and EFT Date Range. A Payer dropdown menu is open, listing: Kaiser Permanente of Georgia, Allegiance Benefit Plan Management, QualChoice, Ogden Benefits Administration, Molina Healthcare, Rocky Mountain Health Plans HMO, Neighborhood Health Plan, and Rocky Mountain Health Plans HCO.
- Payee:** Includes fields for Payee Name, Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN) (Any Tax ID), Destination Account (Any Account), and Payment Address (EFT Only) (Any Address).
- Claim:** Includes fields for Claim Number, Claim Date Range, Patient ID, and Patient Name.

- Click [Hide All](#) in order to hide each searchable section.

[Show All](#) | [Hide All](#) 



- At the bottom of your payment list you will see the total payment amount this page displays along with the total amount you have received dating back a year. You can use the page menu to page back to previous payments or forward to your most recent payments.



## The Payment Section Search

**Payment Number** – Enter a specific payment number (check number or EFT number) to view that specific payment.

**Payment Date Range** – You can choose from several search date ranges = “Today”, “Last 7 days”, “Month to date”, “Year to date”, “The Previous Month”, a “Specific Date”, “All Dates Before”, “All Dates After”, and a specific “Date Range” to view payments from your selection.

**Payment Amount** – Enter a specific payment amount to view the payments that match that payment amount. **NOTE: Do not enter the \$ sign. For EFT payments be sure to include EFT in front of the EFT number.**

**Payment Type** – Select the payment type (check or EFT) to view those specific payments.

**Reconciled** – Select reconciled to view the reconciled payment or unreconciled to view the unreconciled payments.

**Downloaded** – Select downloaded to view the list of payments that have been previously downloaded or select not downloaded to view the list of payments that have not been previously downloaded.

**EFT Trace Number** – Enter the EFT trace number of a specific payment that had been direct deposited into the designated bank account selected for your payments.

**EFT Date Range** – You can choose from several search date ranges of payments that have been direct deposited (EFT) into the designated bank account selected for your payments = “Today”, “Last 7 days”, “Month to date”, “Year to date”, “The Previous Month”, a “Specific Date”, “All Dates Before”, “All Dates After”, and a specific “Date Range” to view payments from your selection.

**Payer** – If you have set up your account to receive payments from more than one payer listed you can use this option to select which payer(s) you would like to view the payments you have received.

### The Payee Section Search

**Payee Name** – If you receive payments made payable to multiple payee names you can use this field to enter the payee name and view all payments that were paid to this specific payee name.

**Provider Federal Tax Identification (TIN) or Employer Identification Number (EIN)** – If you receive payments to multiple TINs/EINs you can select the TIN/EIN listed in order to view the list of payments made to that specific TIN/EIN.

**Destination Account** – If you have set up multiple bank accounts for specific payees you can select a bank account that is listed in order to view the list of payments made to that specific bank account.

**Payment address (EFT Only)** – If you have multiple payee addresses that you receive EFT payments for, you can select a payment address that is listed in order to view the list of payments made to that specific address.

### The Claim Section Search

**Claim Number** – Enter the claim number of a patient. Returned will be a list of the payments that contain this specific claim number.

**Claim Date Range** - You can choose from several search date ranges = “Today”, “Last 7 days”, “Month to date”, “Year to date”, “The Previous Month”, a “Specific Date”, “All Dates Before”, “All Dates After”, and a specific “Date Range” to view payments from the claim number you entered in the previous field from that date range.

**Patient ID** – Enter the Patient ID. Returned will be a list of the payments that contain that particular Patient ID.

**Patient Name** – Enter the Patient’s Name (last name, first name). Returned will be a list of payments that contain this patient’s name.

**NOTE:** For all search sections an asterisk (\*) can be used as a wildcard search character at the beginning or end of a string. (Example = if a patient’s last name is Robinson you can enter Rob\*. This will return a list of payments that contain patient’s name that include “Rob” for instance Robinson, Roberts etc).

Once you have entered in your search criteria click the “Search” button.

If you have any questions or concerns the ProviderNet Customer Support Team is available 8 a.m. – 6 p.m. CT at 877-389-1160 or email us at [wco.provider.registration@changehealthcare.com](mailto:wco.provider.registration@changehealthcare.com)

**Search Type** – Select AND (All fields must match) if you would like all of the fields you entered data into to match list of payments that match your search criteria 100%. Select OR (Only one field must match) if you would like your search to return a list of payments that contains one of the fields you entered data into.

If you would like to clear the entries you have made in order to start a new search click the “Reset” button.

## Payment Search Icons

**Additional Information** – This  icon is provided for EFT payments only. If you mouse over this icon it provides information concerning that particular payment that was directly deposit to your designated account.

- **Payment Number** – displays the EFT number
- **Payment Date** – displays the date your payer processed the payment to you
- **Account Nbr** – displays the last four digits of the account the payment was made to
- **Routing Nbr** – displays the last four digits of the transit (routing) number of the acct the payment was made to
- **Trace Nbr** – displays the trace number of the deposit in the event the deposit needed to be traced (Provide this number to your bank)
- **EFT Date** – The date the deposit was put into the designated account



 **Hold** – This icon will be displayed if there was a failure sending your payment via ACH.

 **Clear Payer Selection** – Is only used in the Payment Section of your payment search. This is used to clear the payer(s) you selected.

 **Show PDF** – Click this icon to display the PDF version of your Explanation of Payment for that particular payment.

 **835 File** – Click this icon to display the EDI 835 version of your Explanation of Payment for that particular payment. This version of your EOP is used with software to electronically post your payments.

### Payment Search Payment List

The payment listing is available to you at the bottom of your payment search page. It displays all of your payments arranged by date from newest to oldest, dating back two years. These payments that are displayed show...

	Date	Payment Nbr	Payer	Payee Name	Type	Acct #	Amount	Reconciled			<input type="checkbox"/>
	04/15/2014	EFT12345	ABC Insurance Co.	ABC Healthcare	EFT	*1234	25.00	<input type="checkbox"/>			<input type="checkbox"/>

- **Date** - the payment was processed by your payer
- **Payment Nbr** – the payment number that is associated with this particular payment
- **Payer** - The insurance company that made the payment
- **Payee name** – who the payment was made to
- **Type** - check or EFT
- **Acct #** - the last four digits of your account number that received the payment
- **Amount** – the amount of the payment
- **Reconciled** – This column is available to you to check once that particular payment has been reconciled
- **Explanation of Payment** - PDF (available for check and EFT payments) and the the EDI 835 file (available for EFT payments only)
- **Selection Box** – this box is used to select particular payments.

### Payment Detail

If you click on the plus button to the left of the date for each payment it will expand that particular payment displaying the details of each payment.

	6/11/2014	EFT654321	ABC Insurance	ABC Healthcare	EFT	*1234	31.89	<input checked="" type="checkbox"/>			<input type="checkbox"/>
	6/11/2014	EFT654321	ABC Insurance	ABC Healthcare	EFT	*1234	31.89	<input checked="" type="checkbox"/>			<input type="checkbox"/>

Claim Nbr	Claim Date	Service Date	PatientID	Patient Name	Code	Charge Amt	Paid Amt
1234567890	04/15/2014		98765432	Doe, Jane S		175.00	

- **Claim Nbr** – displays each patient’s claim number on that particular EOP
- **Claim Date** – displays the date of that particular claim
- **Service Date** – displays the date the service was performed
- **PatientID** – displays the ID of that particular patient
- **Code** – displays the procedure abbreviation for that particular claim
- **Charge Amt** – displays the charge amount
- **Paid Amt** – displays the amount paid on that particular claim

## Select and Print/Download Dropdown Menus

0 item(s) selected.

Select: ▼	Print/Download: ▼
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**Select** - gives you the options to select...

- **All** – allows you to select all payments dating back to your oldest payment
- **All on this page** – allows you to select all the payments show on this page
- **None** – this selection allows you to clear any of the check boxes you selected.

**Print/Download** - gives you several options to Print/Download your PDF(s) or EDI 835 files

- **Print Summary For Selected** – allows you to print a listing of each payment that you selected on that page
- **Print Summary For All** - allows you to print a listing of each payment on that page
- **Print Details For Selected** - allows you to print a listing of each payment in its expanded form showing the detail summary of each payment on that page that you selected on that page
- **Print Details For All** - allows you to print a listing of each payment in its expanded form showing the detail summary of each payment on that page
- **Print Selected PDF** – allows you to print the PDF(s) of each payment you selected on that page in consecutive order by date (one PDF behind the other)
- **Print All PDF** – allows you to print the PDFs of each payment on that page in consecutive order by date (one PDF behind the other)
- **Download Selected PDF** – allows you to download the PDF(s) of each payment you selected on that page in consecutive order by date (one PDF behind the other = one PDF document)
- **Download All PDF** - allows you to download the PDFs of each payment on that page in consecutive order by date (one PDF behind the other = one PDF document)
- **Download Selected 835** - allows you to download the EDI 835 files of each payment you selected on that page into one .zip file separated by file name
- **Download All 835** - allows you to download the EDI 835 files of all payments on that page into one .zip file separated by file name
- **DownloadSelected835Merged** - allows you to download the EDI 835 files of each payment you selected on that page into one .edi 835 file. **NOTE: the document will show the first file selected header then the service level information for each patient one behind the other = one .edi 835 file.**
- **DownloadAll835Merged** - allows you to download the EDI 835 files of all payments on that page into one .edi 835 file **NOTE: the document will show the first file selected header then the service level information for each patient one behind the other = one .edi 835 file.**
- **Download Selected CSV** – allows you to download the payment details of each payment into one Excel file (showing each record in one Excel file)
- **Download All CSV** - allows you to download the payment details of all payments on that page into one Excel file (showing each record in one Excel file)