The POSC offers standard Claims Metrics and Reports to view. This job aid describes how to:

\* Access metrics and reports

\* Open and view a remittance advice (RA)

\* Save the RA to your chosen location

Access View Claims Metrics/Reports

From the Provider Online Service Center home page:

1. Click Manage Correspondence and Reporting.

2. Click View Metrics/Reports. The Provider Search panel displays.

3. Select the Provider ID from the drop-down list.

4. Click Search.

5. Click the appropriate PDF link to open the file.

View the Report PDF file

After you click the PDF link, a pop-up window opens.

6. Click Open. The report opens in a new window.

7. View the Remittance Advice report.

The report consists of:

> Banner Page

\* The Banner Page message(s) change weekly and may vary between Provider

Types.

> Adjudicated claims which are indicated as either:

\* Paid

\* Denied

\* Adjusted

\* Suspended

\* Pended

> Summary section which contains:

\* Claim Totals

\* Recoupments (if applicable)

\* Payment Totals

\* Voucher Number

Note:The 835 can be linked to the PDF RA via the Voucher Number. The Voucher

Number is indicated in the BRP11 and TRN04 segments in the 835. On the PDF RA,

the Voucher Number is indicated at the bottom of the RA Summary section.

> An EOB Code Description page – found on the last page of the RA. This page lists all of the

EOB Codes in the RA.

Save a Copy

From the File menu:

8. Click the appropriate menu option to a save a copy (i.e. Save a copy or Save as).

Note: If you receive the following message, click OK.

9. Navigate to the desired location; enter a title in the File name field and click Save.

Please Add bullets under summary section Claim Totals, Recpoupments (if applicable) Payment Totals and

Voucher Number.

POSC Job Aid: View Remittance Advice Reports

MassHealth Provider Online Service Center 1 of 2 Revised: August 4, 2010

 v 1.1

Provider Online Service Center - Submit a Referral

MassHealth Provider Online Service Center Submit a Referral 1/4