

My **INSURANCE** **MANAGER**SM

REMITTANCE REPORTS USER GUIDE

Remittances are available in My Insurance Manager for both health care professionals and institutions.

To view remittances, log into My Insurance Manager. In the top menu under Office Management, choose Remittance Information.

Home My INSURANCE MANAGERSM Logged-in as: Dr.Davis Blue (Facility Name) Modify Profile Logout

Patient Care Office Management Resources Profile Administration

Health

- EDI Reports
- Your Mailbox
- Remittance Information

Dental

- EDI Reports
- Your Mailbox
- Remittance Information

Learn how to reduce claim denials and increase your net collection percentage. Get information on provider appeals, refunds, APC claim common provider reasons and claim edits. [Access System News](#) now.

Eligibility and Benefits

Pre-certification/Authorization and Referral

Dental Pre-treatment Estimates and Status

Professional, Institutional and Dental Claims Filing

Claims Status

We have streamlined our HIPAA transactions to save you time. We've combined the Superbill and Professional Claims Entry functions so you can key a claim from scratch or build claim templates to use again and again.

Please take a few minutes to familiarize yourself with our new design. Thank you for using My Insurance Manager!

[Site Map](#) [Privacy & Legal](#)

BlueCross BlueShield of South Carolina and BlueChoice[®] HealthPlan are independent licensees of the Blue Cross and Blue Shield Association.

SEARCH OPTIONS SCREEN

Remittance Information
Search Options

All fields are required.

Plans Included: **BlueCross BlueShield of South Carolina, State Health Plan, BlueChoice HealthPlan and FEP**Remittance Type: Professional
 Institutional

Remittance Dates:

Please note: We store remittances by the dates we create them. For specific date searches, please search by the date we create the remittances. This will usually be a Wednesday or a Saturday. If you can't find the remits you are looking for, try using a date range.

 Current Month
 Specific Date (Recommended for large organizations.)
 Date Range (Limit to 90 days per search.)

Choose a remittance type: Professional or Institutional.

You have three Remittance Dates choices:

1. **Current Month** searches for remittances loaded during the current calendar month.
2. **Specific Date** searches for remittances loaded on a particular day.

Remittance Dates: Current Month
 Specific Date (Recommended for large organizations.)
 / / (mm/dd/yyyy)
Please note: Most remittances are found on Wednesdays and Saturdays.
 Date Range (Limit to 90 days per search.)

3. **Date Range** searches for remittances loaded during a range of dates (up to 90 days).

Remittance Dates: Current Month
 Specific Date (Recommended for large organizations.)
 Date Range (Limit to 90 days per search.)

From: / / (mm/dd/yyyy)
To: / / (mm/dd/yyyy)

Please note: Most remittances are found on Wednesdays and Saturdays. Limit date range searches to the lowest number of days possible, not to exceed 90 days, to return a complete remittance list.

After choosing the remittance type and date(s), click Continue.

LOCATION SELECTION

My INSURANCE MANAGER

Logged-in as: Dr. Blue same code

Modify Profile Logout

Patient Care Office Management Resources Profile Administration

Remittance Information

Location Selection

Please choose a Primary ID to view its remittances. You can also choose to view remittances for all locations.

Please note: To sort by Primary ID, Provider Name, Address or City, please click the column title.

Primary ID ▲	Provider Name	Address	City
2222222220	MY FAMILY PRACTICE	123 ELM ST	COLUMBIA
3333333330	MY FAMILY PRACTICE NORTH	456 PINE ST	COLUMBIA

[View Reports for All Locations](#)

Cancel

Choose the location for the remittances you want to view. To view all remittances associated with your Tax ID, click View Remittances for All Locations.

Note: Remittance searches will differ for atypical and typical providers or locations. The law does not require an atypical provider or location to have a National Provider Identifier (NPI). A typical provider or location must have an NPI.

Only typical locations with NPIs will appear on the Location Selection list. To look up remittances for claims you filed without an NPI — whether for atypical or typical locations — you **must** click View Remittances for All Locations.

If there is no NPI associated with your Tax ID, the Location Selection page will not appear. My Insurance Manager will go directly to the Search Options screen and automatically search for remittances for all locations associated with your Tax ID.

REMITTANCE SELECTION LIST (ONE LOCATION)

Remittance Information

Remittance Selection

Remittance Type: **Professional**
 Primary ID: **22222222**
 Plans Included: **BlueCross BlueShield of South Carolina, State Health Plan, BlueChoice HealthPlan and FEP**
 Search Date(s): **10/1/2011 through 10/26/2011**

We found remittances for the requested dates. (You will need [Adobe Acrobat Reader](#) to view or print items on this page.)

Please note: Large remits are divided into 50-page sections. We've indicated them with "Large Remit Section."

Date on Remit	Remit Description	Provider Number on Remit
10/05/2011	BlueChoice HealthPlan Professional Remit	22222222
10/04/2011	State Health Plan Professional Remit	22222222

[Back](#) [Choose a Different Location](#)

A list of remittances fitting your search criteria will appear. To view a remittance from the list, click on a remittance link.

In this example, we chose a particular location from the Location Selection list (see page 4). Remember, this option will show remittances for claims you filed with an NPI. To view remittances for claims you filed without an NPI for this location, choose View Remittances from All Locations in the Location Selection screen. To go back to the Location Selection screen from this screen, click Choose a Different Location.

REMITTANCE SELECTION LIST (ALL LOCATIONS)

Remittance Information

Remittance Selection

Remittance Type: **Professional**
 Primary ID: **22222222**
 Plans Included: **BlueCross BlueShield of South Carolina, State Health Plan, BlueChoice HealthPlan and FEP**
 Search Date(s): **10/1/2011 through 10/26/2011**

We found remittances for the requested dates. (You will need [Adobe Acrobat Reader](#) to view or print items on this page.)

Please note: Large remits are divided into 50-page sections. We've indicated them with "Large Remit Section."

Date on Remit	Remit Description	Provider Number on Remit
10/05/2011	BlueChoice HealthPlan Professional Remit	22222222
10/04/2011	State Health Plan Professional Remit	22222222
10/03/2011	BlueCross BlueShield of South Carolina Remit	29999999
10/02/2011	BlueCross BlueShield of South Carolina Remit	23333333

Back Choose a Different Location

Choosing View Remittances for All Locations from the Location Selection screen (page 4) shows remittances for all locations associated with your Tax ID. The list includes remittances for claims you filed with and without NPIs.

Please note: To view remittances generated before May 20, 2007, you must use the View Remittances for All Locations option.

SAMPLE REMITTANCE

PAGE 3 OF 4

11/07/11

PROVIDER TAX ID NUMBER

EFT NUMBER 00011122222

PATIENT INFORMATION

PHYSICIAN NUMBER OR EIN	DATE OF SERVICE			PROCEDURE			DAYS/ UNITS	CHARGE SUBMITTED	COVERED CHARGE	AMOUNT ALLOWED	PATIENT LIABILITY				PAYMENT	MESSAGE	
	M	D	Y	MO	DI	YR					CD	CD	CD	CD			CD
ACCT# UHCB3 0125499	09	17	11	99285			1	1151.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	348
	09	17	11	99285			1	1151.00	1151.00	507.10	0.00	0.00	0.00	0.00	0.00	0.00	635 ADJ
				CLAIM TOTAL				0.00	1151.00	507.10	0.00	0.00	0.00	0.00	0.00	0.00	
ADJ	THIS IS AN ADJUSTMENT OF A PREVIOUSLY PROCESSED SERVICE.																
U	INDICATE A PREFERRED BLEND PATIENT. PATIENT SHOULD NOT BE BILLED ANY AMOUNT OVER THE PREFERRED BLEND ALLOWANCE INDICATED.																
635	WE REQUESTED OTHER HEALTH INSURANCE INFORMATION FROM THE MEMBER. WE WILL REVIEW THE CLAIM FOR BENEFITS WHEN WE RECEIVE THIS INFORMATION.																
635	PRE-NEGOTIATED RATE. PATIENT NOT LIABLE FOR NON-ALLOWED AMT.																

This is an example of a professional remittance in My Insurance Manager. From this screen, you can print the remittance or search it for a particular patient or claim number. You can also print and search institutional remittances.