interChange Provider Important Message

Attention: All Providers

Medicaid Cycle Remittance Advice/Electronic Fund Transfer (EFT) Payment Amounts and Information

Effective immediately, to protect providers' secure account information and maintain the confidentiality of payment details, the Provider Assistance Center (PAC) cannot disclose pending or previously issued provider cycle payment amounts by phone or email.

Providers may obtain payment information through one of the following secure methods:

1. Access the Remittance Advice (RA) Through the CMAP Secure Web Portal

Providers can view their Remittance Advice (RA) that is posted on their secure CMAP web portal account. Access to the RA may be granted by the account Master User to a clerk by giving the clerk access to download Trade Files.

Remittance Advices are usually available the Tuesday after the claim cycle by close of business unless there is a holiday. To determine the dates when Remittance Advices will be available:

- Navigate to **Provider > Provider Services > Schedules** to view the current Cycle/RA Schedule.
- Providers may also refer to the bulletin titled **Electronic Claims Submission, Web Remittance Advice, Check, EFT, and 835 Schedule (HUSKY Health Program)**.
  - This publication is issued twice annually.
  - It can be accessed on the CMAP website by navigating to **Information > Publications > Bulletin Search** and searching for title **Electronic Claims Submission.**

NOTE: Remittance Advice PDFs are only kept for 10 cycles (5 months). Provider must save copies of RAs for historical reference.

2. Use the Automated Voice Response (AVR) System

Providers may use the AVR System's self-service option to obtain information regarding their most recently issued Remittance Advice. Remittance Advices may be available as early as Monday after the claim cycle on the AVR system however there are times when cycle runs long and they may be available Tuesday up to the close of business and later if there is a holiday.

AVR System Security

The AVR System uses both **AVR ID** and a **Personal Identification Number (PIN)** to safeguard provider information.

Authorized callers may access protected information through the AVR System only after their Caller ID and PIN have been successfully verified against the interChange MMIS system.

For added security:

- Saved PINs expire every **60 days**.
- When a PIN expires, providers will be prompted during an AVR call to create a new PIN.

Remittance Advice (RA) Inquiry

When a valid RA Inquiry request is submitted and an RA is available, the AVR System provides:

- Provider NPI/non-medical provider identifier
- RA date
- Payment amount

If no RA is available, the AVR System provides:

- Provider NPI/non-medical provider identifier
- A message indicating that no Remittance Advice was found

The information referenced below can be found in Chapter 10 of the Provider Manual, pages 24–25 and 28. From the www.ctdssmap.com Web site from Home page under Information > Publications > Provider Manual panel.

Self Service
Self Service Log-on
The caller is prompted to provide security information that is used in subsequent self-service inquiries: • AVRS ID • PIN The logon information is validated via interChange MMIS. If a new PIN is required, the flow goes to Change PIN. The flow goes to the Self-Service Main Menu upon successful security validation.

Self Service Main Menu
Providers flagged as inactive in the interChange MMIS are not presented with the Eligibility Verification option in the Main Menu.
PAC AVRS Self Service Main Menu Options: 1 Eligibility Verification 2 Remittance Advice 3 Claim Status 4 Change PIN 5 Alphabetic Character Instructions 7 Prior Authorization 0 Speak with CSR * Repeat the Menu

Option 2 - Remittance Advice
The provider ID submitted during the Log On process is used for the Remittance Advice (RA) Inquiry.
The AVRS receives Remittance Advice (RA) information from interChange MMIS. When an RA exists, the AVRS speaks: • Most recent RA Issue Date • Amount Paid
Remittance Advice Finish Menu 1 Repeat the response 9 Return to the Main Menu 0 Speak with a Customer Service Representative (CSR)

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A Master User may grant clerks access to the AVR when setting up a new Clerk under Account > Clerk Maintenance panel.

Secure Web Site Enrollment and Maintenance Instructions are located in Chapter 10 of the Provider Manual on page 136.

Initial Account Set up and Account Maintenance	Detailed instructions on initial account set up and ongoing maintenance can be found in the document below. Secure Web Site Enrollment and Maintenance Instructions

Detailed requirements to set up the AVR ID and PIN used to access the AVR Self Service system are provided by following this link to pages 9 and 10.

If a Clerk needs to set their PIN, they may do that through their Secure Web Portal account under Account > Account Maintenance.