

Job Aid

Accessing RAs

This document provides methods to download a remittance advice (RA) on the provider portal. There are three places to access RAs on the portal: on a claim, a claim payment, or as a report download. Claims and payments are accessed on the **Claims** tab. You can also navigate directly to the Payment Search page using the link under **Provider Services**. Report downloads are available on the **Resources** tab. See the following sections for each set of steps.

Figure 1: View RA Options



The screenshot displays the Mississippi Division of Medicaid Provider Portal interface. At the top, there is a search bar labeled "Search Medicaid:" and a "Logout" link. The navigation menu includes tabs for Home, Eligibility, Claims, Care Management, Patient Health History, Files Exchange, Resources, and Contact Us. The "Claims" and "Resources" tabs are highlighted with red boxes. Below the navigation menu, the user's profile information is shown, including the Provider Name (JOHNSON), Location (JOHNSON), Role IDs (NPI), and Taxonomy (207Q00000X-Family Medicine). The main content area features a "Welcome Health Care Professional!" message and a "Search Payment History" link under the "Provider Services" section, which is also highlighted with a red box. Other sections include "User Details", "Provider", and "Latest News".

Accessing RAs Related to Claims

Complete the following steps to locate an RA related to a claim:

1. Click the **Claims** tab, then **Search Claims**.

Figure 2: Navigate to the Search Claims Page

MISSISSIPPI DIVISION OF
MEDICAID

Search Medicaid:

Home Eligibility **Claims** Care Management Patient Health History Files Exchange Resources Contact Us

Search Claims Submit Claim Dental Submit Claim Inst Submit Claim Prof Submit Claim Pharm Search Payment History

Home Wednesday 11/06/2024 02:39 PM CST

Provider Name PHARMACY Role IDs (NPI)
 Location CLINIC PHARMACY Taxonomy 333600000X-Pharmacy
 Eligible Programs and CCO Affiliations Mississippi Medicaid

User Details
 Welcome prov
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2. On the Search Claims page, enter at a minimum the claim ID, paid date, or dates in the **Service From** and **To** fields.
3. Click **Search**. Results appear below the Search Claims panel.

Figure 3: Search for Claims

Search Claims

Medical/Dental Pharmacy

A minimum of one field is required.
 Either 'Pay/Deny Date' or 'Service From' and 'To' Date are required fields for the search when claim information is not entered.

Claim Information

→ Claim ID TCN

Member Information

Member ID

Service Information

→ Service From To Claim Status

→ Pay/Deny Date Claim Type

Performing Provider ID ID Type MCD Name ..




Search

- To view details for a claim, click the + icon at the beginning of a row.

Figure 4: View RA

Search Results

To see service line information, or to view a remittance advice or request an appeal, click on the '+' next to the claims ID. Total Records: 211

	Claim ID	TCN	Claim Type	Claim Status	Service Date	Member ID	Performing Provider ID	Medicaid Paid Amount	Pay/Deny Date	Member Responsibility
	2222103000058		Professional	Finalized Payment	12/31/2021			\$75.00	04/15/2022	
Professional Claim Information										
Member						Total Charge Amount \$75.00				
Birth Date 04/16/1997						Total Paid Amount \$75.00				
Performing Provider -						Pay/Deny Date 04/15/2022				
Claim Status Finalized Payment										
Service Information										
Service	Service Date	Line Status	Units	Procedure/Modifiers	Charge	Paid				
1	12/31/2021	Finalized Payment	1	J7301	\$75.00	\$75.00				
										
	2222104000001		Professional	Finalized Denied	12/31/2021			\$0.00	04/15/2022	

- Click the **RA Copy** button in the claim detail section. The RA will download in the background.

Note: If the document fails to download, verify that pop-ups are enabled for the portal website.


Accessing RAs Related to Payments

Complete the following steps to access an RA related to a claim payment:

- Select the **Claims** tab, then **Search Payment History**.

Figure 5: Search Payment History Page

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MEDICAID

Search Medicaid: 

[Logout](#)

Home | Eligibility | **Claims** | Care Management | Patient Health History | Files Exchange | Resources | Contact Us

Search Claims | Submit Claim Dental | Submit Claim Inst | Submit Claim Prof | Submit Claim Pharm | **Search Payment History**

Home Thursday 10/20/2022 11:20 AM CST

Provider Name JOHNSON Role IDs (NPI)


Location JOHNSON Taxonomy 207Q00000X-Family Medicine

User Details

Welcome prov

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Welcome Health Care Professional!

- At the Search Payment History page, the system defaults to searching for all payment methods and types, with a range of issue dates within the last 90 days. You can change the date range

and limit the search to a specific payment method or type. If you know the payment number, enter it in the **Payment ID** field.

3. Click **Search**.

Figure 6: Search for Payments

Claims > Search Payment History Thursday 10/20/2022 10:59 AM CST

Provider Name: JOHNSON Role IDs: (NPI) Location: JOHNSON Taxonomy: 207Q00000X-Family Medicine

Search Payment History

Provider Information

Provider ID: ID Type: NPI Name: JOHNSON
Location ID:

* Indicates a required field.

Payment Method: All Payment Type: All Payment ID:

Issue Date: *From: *To:

Search **Reset**

4. The system returns a list of payments matching the search criteria, which for this example is a range of issue dates. Click the **RA Copy** link to view the related remittance advice.

Figure 7: Payment Search Results

Search Payment History

Provider Information

Provider ID: ID Type: NPI Name: JOHNSON
Location ID:

* Indicates a required field.

Payment Method: All Payment Type: All Payment ID:

Issue Date: *From: 07/22/2022 *To: 10/20/2022

Search **Reset**

Search Results

To see payment details, click on the payment ID link. Total Records: 15

Issue Date	Payment Method	Payment Type	Payment ID	Total Paid Amount	RA Copy
10/07/2022	EFT		900003998	\$1,746.70	RA Copy
10/03/2022	EFT		900003949	\$3,157.12	RA Copy
09/26/2022	EFT		900003937	\$409.12	RA Copy
09/19/2022	EFT		900003895	\$4,348.39	RA Copy

5. To view the payment details, you can click the related payment ID. The details page also offers a button to open the RA for the payment. The portal downloads the document. If you do not see a notification on your browser, you can access it in your Downloads folder.

Figure 8: Access an RA From Payment Details

Search Claims | Submit Claim Dental | Submit Claim Inst | Submit Claim Prof | Submit Claim Pharm | Search Payment History

Claims > Search Payment History > View Payment Details Thursday 10/20/2022 12:06 PM CST

Provider Name: JOHNSON Role IDs: (NPI)
 Location: JOHNSON Taxonomy: 207Q00000X-Family Medicine

View Payment Details Back to Search Payment History ?

Provider Information

Provider ID: ID Type: NPI Name: JOHNSON
 Location ID:

Payment Summary for Payment ID 900003998 issued on 10/7/2022.

Claim Payments: \$2,373.94 Total Paid Amount: \$1,746.70 RA Copy
 Additions: \$0.00
 Deductions: \$627.24 Show Filter Options

Claim Payment Details Total Records: 3

Claim ID ▲	Member Name	Service Dates	Performing Provider	Total Charges	Allowed Amount	Member Responsibility	Payment Amount	Interest
2222274000001	RAMIREZ	03/05/2022	JOHNSON	\$3,500.00	\$0.00	\$0.00	\$1,169.47	\$0.00
2222275000003	LANIER	03/05/2022	JOHNSON	\$3,500.00	\$0.00	\$0.00	\$1,169.47	\$0.00
2222276000018	HESTER	12/01/2021	JOHNSON	\$35.00	\$0.00	\$0.00	\$35.00	\$0.00

Accessing RAs using Report Downloads

This section provides the steps to access legacy RA documents that are stored in the MESA RA and Legacy RA folder in the Electronic Document Management System (EDMS). Note that legacy RAs are those that were generated prior to 10/1/2022.

Complete the following steps to access RAs from the Provider Portal:

1. Click the **Resources** tab.

Figure 9: Select the Resources Tab

MISSISSIPPI DIVISION OF
MEDICAID Search Medicaid:

Home | Eligibility | Claims | Care Management | Patient Health History | Files Exchange | **Resources** | Contact Us Logout

Home Thursday 10/20/2022 10:55 AM CST

Provider Name: JOHNSON Role IDs: (NPI)
 Location: JOHNSON Taxonomy: 207Q00000X-Family Medicine

User Details

Welcome provf...

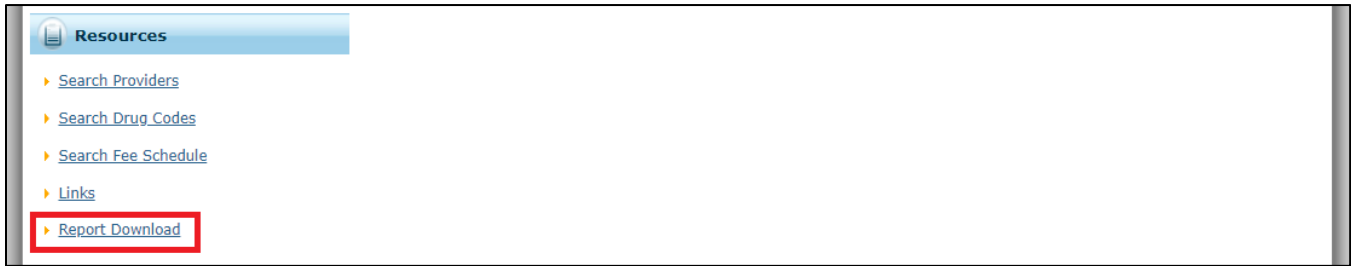
My Profile | Manage Accounts

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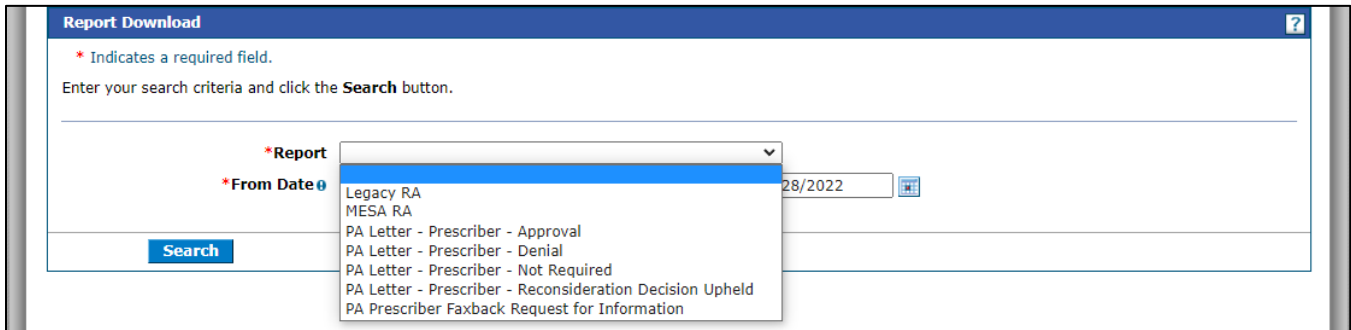
2. At the Resources page, select the **Report Download** link.

Figure 10: Open the Clerk Department Panel



3. At the Report Download page, click the **Report** drop-down list, and select the desired RA type from the list.

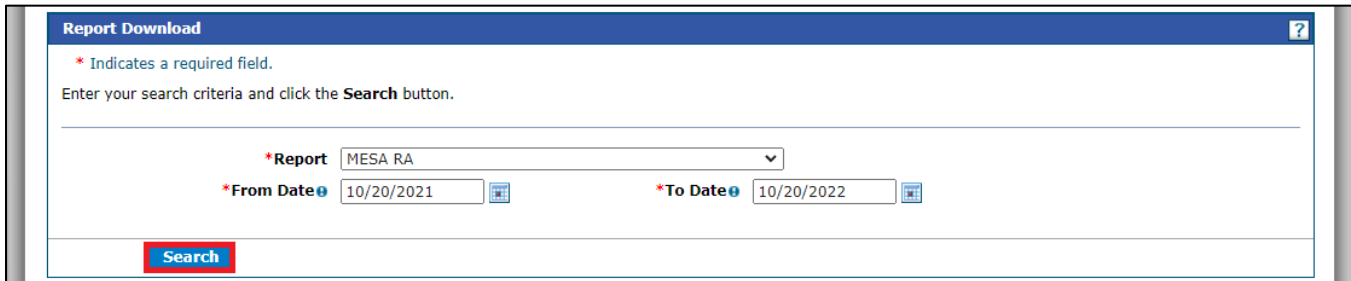
Figure 11: Select an RA Report



Note: Legacy RAs are those dated prior to October 1, 2022.

4. Enter a date range and click **Search**.

Figure 12: Search for RAs



- The portal returns the RAs related to the logged-in provider. Click a result to open it.

Figure 13: Open an RA

Provider Name JOHNSON Role IDs (NPI) ▼
Location JOHNSON Taxonomy 207Q0000X-Family Medicine

Report Download ?

* Indicates a required field.
Enter your search criteria and click the **Search** button.

*Report

*From Date

Search

Reports Available to Download From 10/20/2021 12:00:00 AM To 10/20/2022 12:00:00 AM

To Download the report; click the Report Name

Report Name	Create Date
MESA RA	09/16/2022 05:00
MESA RA	09/23/2022 05:00
MESA RA	09/30/2022 05:00
MESA RA	10/04/2022 05:00
MESA RA	10/05/2022 05:00
MESA RA	10/12/2022 05:00

RA_09_16_2022.pdf Show all ×

- The portal downloads the document. If you do not see a notification on your browser, you can access it in your Downloads folder.

Note: For information about interpreting RA sections, see *CLM-203 Job Aid Remittance Advice*.

Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
0.1	11/06/2024	Gainwell	Initial submission