ForwardHealth Provider Portal Remittance Advice

May 23, 2025



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1 Introduction

A Remittance Advice (RA) provides important information about the processing of claims and adjustment requests as well as additional financial transactions, such as refunds or recoupment amounts withheld. ForwardHealth provides electronic RAs to providers through their secure ForwardHealth Portal accounts when at least one claim, adjustment request, or financial transaction is processed. An RA is generated regardless of how a claim or adjustment is submitted (electronically or on paper).

RAs are accessible to providers in a text (.txt) or comma-separated values (CSV) format via their secure Portal accounts.

Note: The examples in this user guide use Microsoft Office Excel 365. Earlier versions of Microsoft Office Excel will work with the CSV file; however, files exceeding 65,000 lines may need to be split into smaller files when downloading. If using another program, the user should consult the Help function of their specific program for instructions on how to import the file.

2 Access the Remittance Advices Page

1. Access the ForwardHealth Portal at https://www.forwardhealth.wi.gov/.



Figure 1 ForwardHealth Portal Page

2. Click Login. A Sign In box will be displayed.

ForwardHealth	
Sign In	
Username	
1	
Keep me signed in	
Next	
Unlock account?	
Help	
Logging in for the first time?	

Figure 2 Sign In Box

- 3. Enter the user's username.
- 4. Click Next. A Verify with your password box will be displayed.



Figure 3 Verify With Your Password Box

5. Enter the user's password.

6. Click Verify. The Secure Provider page will be displayed.

ForwardHealth interChange Provider	Welcome Provider Name » October 14, 2024 12:5
ome Search Providers Enrollment Claims Prior Authorization Remittance Advices Trade Files Health Check Max Fee Home te Map iC Functionality User Guides Certification Message Center	Account Contact Information Online Handbooks
are logged in with NPI: 0000000000, Taxonomy Number: 123400000X, Zip Code: 54956, Financial Payer: Medicaid	Search
/hať s New?	Home Page
Providers can improve efficiency while reducing overhead and papervork by using real-time applications available on the new ForwardHealth Rortal. Submission and tracking of claims and prior authorization requests and amendments, on-demand access to remittance information, 835 trading partner designation, and instant access to the most current ForwardHealth information is now available. New Rate Reform Part 3 Ideas/Recommendations Requested. Incentive Payments Are you Eligible? ForwardHealth System Generated Claim Adjustments	Update User Account Update User Account Update Mome Page Update Adult ETC Walver Service(s) or Programs(s) Demographic Maintenance Electronic Funds Transfer Check My Revalidation Date Revalidate Your Provider Enrollment Check Enrollment Provider Enrollment Upload File Check ForwardHealth E-payment
Nessages D	Quick Links
You have no messages. The information contained in this message is confidential and is intended solely for the use of the person or entity named above. This message may contain individually identifiable information that must memain confidential and is protected by state and federal law. If the reader of this message is not the intended recipient, the reader is hereby notified that any dissemination, distribution or reproduction of this message is strictly prohibited. If you have received this message in error, please immediately notify the sender by telephone and destroy the original message. We regret any inconvenience and appreciate your cooperation.	Register for E-mail Subscription Provider-specific Resources Requese Poral Access Designate 835 Receiver Online Handbooks Forward/Health Updates Fee Schedules Forms Become a Provider
Claims ©	Enrollment Tracking Search Training Listing
Prior Authorizations 0	Explanation of Benefits (EOBs) Newborn Reporting
The grant date and expiration date shown below are for the first line-item only.	Provider Based Bills (PBB)
*** No rows found *** ()	Express Enrollment for Adults Accessing the MTM Member List instructions MTM Data Dictionary Medication Therapy Management (MTM) Documentation Storage
Remittance Advices © To get RA's older than 121 days, please contact provider services. (iew Remittance Advices	View Nursing Home Rate Communications Nursing Home LOC Request - Add/Revise View Submitted Nursing Home LOC Requests Update Pending Nursing Home LOC Request Cancel Pending Nursing Home LOC Request Nursing Home Level Of Care Reports Hospice Election
	Express Enrollment for Children Express Enrollment for Pregnant Women Express Enrollment Change Request
	Physical Exam Health Indicators MedSolutions
	Upload Audit Documentation Audit Correspondence
	Wisconsin Well Woman Program Policy and Procedure Manual
	Hospital Pay For Performance
	Other Coverage Discrepancy Report Prior Authorization Exempted
	Contacts DASRR Level T Without
	Hospital Access Payment Report
	Electronic Visit Verification Links Add Worker Upload Worker File Manage Workers List of Workers which your Agency EW Deruf Eurorionality. Use Guide

Figure 4 Secure Provider Page

7. Click **Remittance Advices** on the main menu at the top of the page. The Remittance Advices page will be displayed.

Note: The Remittance Advices option is displayed for administrative accounts or for clerk accounts that have been assigned the Remittance Advice role. For information about adding the Remittance Advice role to a clerk account, refer to the <u>ForwardHealth Provider Portal</u> <u>Account User Guide</u>, which is located on the Portal User Guides page of the Portal.

Remittance Advices
orwardHealth offers providers and MCOs two different options for obtaining their remittance advices electronically. From this page, users will be able to select the electronic RA format that best suits their needs.
Text Report Format (.txt)
Use the following link to access remittance advices in text format. Users will be able to select which specific RA they would like to download or view. Text report formatted remittances are available for the past 121 days.
Download or view remittance advices in a text (.txt) report format
Comma-Separated-Values Format (.csv)
Use the following links to access remittance advices in CSV format. Users will be able to select which specific RA they would like to download. Users will also be able to choose which sections of the RA they would like to include in the download file. A provider or MCOs last 10 remittance advices will be available in CSV format.
Download remittance advices in a CSV (.csv) report format
<u>View the RA User Guide</u>
<u>View the CSV file User Guide</u>
<u>View EOB codes and descriptions</u>
The official version of the remittance advices will continue to be maintained within the ForwardHealth databases.

Figure 5 Remittance Advices Page

The Remittance Advices page displays the following links:

- Download or view remittance advices in a text (.txt) report format—Allows users to view or download .txt copies of RAs from the past 121 days.
- Download remittance advices in a CSV (.csv) report format—Allows users to download their ten most recent RAs in a CSV format.
- View the RA User Guide—Allows users to access basic information about using RA functionality on the Portal.

- View the CSV file User Guide—Allows users to access basic information about using the CSV file containing their RA information. The CSV format is accepted by several computer software programs, including Microsoft Office Excel and Microsoft Office Access.
- View EOB codes and descriptions—Allows users to access a list of Explanation of Benefits (EOB) codes and descriptions. A list of all the EOB codes used for an RA will be displayed at the end of the RA. In .txt files, the EOB codes and their descriptions will be listed. In CSV files, only the EOB codes will be listed.

Note: Users who change their Portal account password should not access their RAs for at least 30 minutes after the password change.

3 View Remittance Advices in Text Report Format

1. In the "Text Report Format (.txt)" section, click **Download or view remittance advices in a text** (.txt) report format.



Figure 6 Text Report Format (.txt) Section

The OnBase Document Viewer showing the most recent RAs for the logged in account will open in a separate window.

(→ 遵 http	ttp://172.30.10.33/WIPortal2/Subsystem/SW/ViewOnB ター C 🌮 Forw 👌 Wisc 🧃 Remit 🧔 0 × 🎔 Proof 🚺 🏠	× Ø
File ×	Edit View	Favorites Tools Help ▼ BSelect X Snaglt B	e '
	Document ID 1460090	Description 11/12/2015 - CRA-BANN-R: Remittance Advices - PHI - TXIX - 1667378 - 00000000 MCD	^
			-
			~

Figure 7 OnBase Document Viewer

2. Click the RA the user wishes to view. A File Download window will be displayed.

File Down	load 📃 🔀			
Do you	want to open or save this file?			
	Name: OnBaseTempFile_201108301100550860_944050.txt Type: Text Document, 6.92KB From: 192.57.192.139			
	Open Save Cancel			
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?				

Figure 8 File Download Window

- 3. Choose to either open or save the RA.
 - Click **Open** to view the RA without saving. The RA text report will be displayed in a separate window. Refer to the example <u>RA text report</u> below.

• Click **Save** to save the RA for record-keeping purposes. A Save As window will be displayed.



Figure 9 Save As Window

o Choose a location on the computer or network to save the RA.

o Click **Save**. The Download Complete window will be displayed.

Download complete	
Download Comple	e
OnBaseDocViewer.aspx from	192.57.192.139
Downloaded: 6.92KB in Download to:\OnBase Transfer rate: 6.92KB/Se	1 sec TempFile_201108301100550860_94405 ec
Close this dialog box when	download completes
O;	en Open Folder Close

Figure 10 Download Complete Window

o Click **Open**.

The RA text report will be displayed in a separate browser window.

OnBaseTempFile_201603041321010311_1460090.txt - Notepad			×
File Edit Format View Help			
REPORT: CRA-CDDN-R RA#: 1667378 PAYER: TXIX	FORWARDHEALTH INTERCHANGE WISCONSIN FORWARDHEALTH PROVIDER REMITTANCE ADVICE COMPOUND DRUG CLAIMS DENIED	DATE: 11/12/2015 PAGE: 2	*
GROUP HEALTHCOOPERATIVE OF PO BOX 88619		PAYEE ID 69000130 MCD	
SOUTH CENTRAL WISCON MILWAUKEE, WI 53288		CHECK/EFT NUMBER 00000000 PAYMENT DATE 11/13/2015	=
ICN RX NO. PRESCRIBING PROV UD	DAW SUB LVL EFF SERVICE DATE QUANTITY BILLED AMO	DUNT OTH INS AMT SPENDDOWN	
MEMBER NAME: ABC SMIT M 2215316001002 3121231 NPI 1770599953 0	IEMBER NO.: 0123456789 0 111111 2.000	2.00 0.00 0.00	
HEADER EOBS: 1392			
MET NDC DESCRIPTION QT 00781703939 TRIAMCINOLONE ACETONIDE	RIC BILLED Y AMOUNT PA NUMBER DETAIL EOBS 1.000 1.00 1144 1.000 1.00 1144		
TOTAL NO. DENIED: 1	TOTAL COMPOUND DRUG CLAIMS DENIED: 2.00	0.00 0.00	
REPORT: CRA-TRAN-R RA#: 1667378 PAYER: TXIX	FORWARDHEALTH INTERCHANGE WISCONSIN FORWARDHEALTH PROVIDER REMITTANCE ADVICE FINANCIAL TRANSACTIONS	DATE: 11/12/2015 PAGE: 3	
GROUP HEALTHCOOPERATIVE OF		PAYEE ID 69000130 MCD	
SOUTH CENTRAL WISCON MILWAUKEE, WI 53288		CHECK/EFT NUMBER 000000000 PAYMENT DATE 11/13/2015	
NON	I-CLAIM SPECIFIC PAYOUTS TO PAYEE		
TRANSACTION PAYOUT REASON SERVICE NUMBER AMOUNT CODE FROM	DATE RELATED THRU PROVIDER ID		
	III	,	

Figure 11 RA Text Report

The RA text report will usually open in Notepad, the default text viewing and editing program for most computers; however, the report may be opened in any text program.

Note: Users can view the Payment Integrity Review (PIR) addendum in the Remittance Advice text report on a page titled "PIR Detailed Decision Addendum."

REPORT: RA#: PAYER:	CRA-PIRM- 12345678 TXIX	-R FORWARDHEALTH INTERCHANGE WISCONSIN FORWARDHEALTH PROVIDER REMITTANCE ADVICE PIR DETAILED DECISION ADDENDUM		DATE: PAGE:	05/09	9/2025 94
COMPANY L P.O. BOX 1 ANYTOWN,	AB, INC 123 WI 55555-	-1234	PAYEE ID NPI CHECK/EFT NU PAYMENT DATE	MBER	000 123456 XXXXX 05/12/	MCD 7890 XXXX 2025
ICN	PI	IR MESSAGE				
000000000	0000 De ac re de do di La re	etail 1: The Laboratory Requisition Form submitted for DOS billed does not support a coordance with policy to complete the definitive drug testing. A signed and dated ma rdered drug test that provides sufficient information to substantiate each testing ; equired. A definitive drug test order must be medically necessary and reasonable. Th efinitive drug test must describe the medical necessity for each drug class being to ocumentation is required; Rationale for ordering a definitive drug test for each dru irect-to-definitive drug test is ordered, documentation supporting the inadequacy of aboratory Requisition and Laboratory Request Form do not meet policy requirements for eview ForwardHealth Handbook Topic #17959.	ervices were p mber-specific anel component e Physician Or sted. The foll- g class tested presumptive d r a Physician o	rovide perfo der fo owing and i rug te Order.	d in for eac rmed is r a additic f a sting. Please	ch sonal A

Figure 12 PIR Message in the RA Text Report

3.1 Format the Remittance Advices Text File

To properly view and print the RA text file, the user may need to make some formatting adjustments. These adjustments can be made in any text editing program; however, the examples below use Notepad.

1. From the main menu at the top of the browser window, click **Format**. The Format drop-down menu will be displayed.



Figure 13 Format Drop-Down Menu

- 2. Ensure that there is *not* a checkmark next to Word Wrap. If there is a checkmark next to Word Wrap, select **Word Wrap** to uncheck the option.
- 3. From the Format drop-down menu, select **Font**.



Figure 14 Format Drop-Down Menu

The Font window will open.

Font			×
Font: Lucida Console O Lucida Fax O Lucida Fax O Lucida Sans O Lucida Sans Typewrite O Lucida Sans Unicode O Lucida Sans Unicode O Lucida Sans Bold	Fort style: Regular Regular Italic Bold Bold Italic Sample AaBbYyzz Script: Westem	Size: 8 9 10 11 12 14 16 *	OK Cancel

Figure 15 Font Window

4. Select Lucida Console as the font type if it is not already selected.

Note: You may select any non-proportional (fixed-width) font type. A proportional font type such as Times New Roman has varying character widths and will not allow the text file to be properly aligned.

- 5. Change the Size to 8.
- 6. Click **OK**.
- 7. From the main menu at the top of the browser window, click File.



Figure 16 File Drop-Down Menu

8. From the File drop-down menu, select **Page Setup**. The Page Setup window will open.

Page Setup		
Paper		Preview
Size: Let	tter	•
Source:		
Orientation	Margins (inches)	All Considered Billingueses Bi Billingueses Billingueses
Portrait	Left: 0.75 Right: 0.75	An angler (2 Unipers 2) Angle (2 Angler)
C Landscape	Top: 1 Bottom: 1	All Conference 20 Management 20 Management 20 Management 20 Management 2
Header: &f		
Footer: Page	δρ	
		OK Cancel

Figure 17 Page Setup Window

9. Under Orientation, click Landscape.

10. Click **OK**.

11. To print the file, select **Print** from the File drop-down menu.

If the user wishes to have numbered pages, open the RA in a word processing program such as Microsoft Office Word and, after making the same formatting changes as detailed above for the text file, add page numbers to the RA.

4 Download Remittance Advices in a Comma-Separated Values Report Format

A CSV file is a specially formatted plain text file which stores information in a format that can be easily imported into a spreadsheet or database.

1. From the "Comma-Separated-Values Format (.csv)" section of the Remittance Advices page, click **Download remittance advices in a CSV (.csv) report format**.

Comma-Separated-Values Format (.csv)

Use the following links to access remittance advices in CSV format. Users will be able to select which specific RA they would like to download. Users will also be able to choose which sections of the RA they would like to include in the download file. A provider or MCOs last 10 remittance advices will be available in CSV format.

- Download remittance advices in a CSV (.csv) report format
- View the RA User Guide
- View the CSV file User Guide
- View EOB codes and descriptions

Figure 18 Comma-Separated-Values Format (.csv) Section

The Download RA page will be displayed.

Download RA				?
ForwardHealth offers the 10 format. Users have the optic	latest Remittance Advices (RA on to download the full RA or to	s) for download in a Comma-S select specific sections to inc	eparated-Values (CSV) clude in the CSV file.	
To download an RA in CSV f	ormat:			
• Select an RA to down	load from the list below			
 Select "All" to download - or- 	ad the full RA			
Select the specific RA	section you would like include	d in the file		
Click submit and save	(or open) the CSV.			
Remittance Advices				
RA Number RA Date	Check/EFT Number Banner Messa	ges		
311952 06/22/2010	000000000 7 messages			
311700 05/17/2010	00000000			
311683 05/13/2010	000055667			
311590 05/03/2010	000055611			
310926 02/25/2010	000055332			
310882 02/19/2010	000055319			
Select an RA section to	o download:			
I All	Summary	🔲 Medicare Crossover - Profe	essional Claims	
Payment	🔲 Inpatient Claims	🔲 Medicare Crossover - Insti	tutional Claims	
Payment Hold	Outpatient Claims	Compound Drug Claims		
Service Codes	Professional Service Claims	🛛 🔲 Drug Claims		
Financial Transactions	s 📃 Long Term Care Claims	Dental Claims		
			Submit Cancel	

Figure 19 Download RA Page

On the Download RA page, users can choose to download their 10 most current RAs.

If there is a banner message(s) for an RA, users can click the button in the Banner Messages column to view the message(s).

2. Click the row of the RA the user wishes to download. In the "Select an RA section to download" section, the All box is checked by default. The entire RA will be downloaded if this option is checked.

3. To download parts of the RA, the user can uncheck the All box and check the box for the parts of the RA they wish to download.

044050		Check/EFT Number	Banner Messag	es	
311952	06/22/2010	00000000	7 messages		
311700	05/17/2010	00000000			
311683	05/13/2010	000055667			
311028	03/08/2010	000055383			
310926	02/25/2010	000055332			
310882	02/19/2010	000055319			
Payment		🛙 Inpatient Clair	ns	Medicare Crossov	er - Institutional Claims
Payment H	lold	🗹 Outpatient Cla	aims	Compound Drug C	laims
Service Co	odes	Professional S	ervice Claims	Drug Claims	
	ransactions	🛛 🖾 Long Term Ca	re Claims	Dental Claims	
Financial 1					
Financial 7					

Figure 20 Remittance Advices and Select an RA Section to Download Sections

4. Click **Submit**. The File Download window will be displayed.

File Down	iload
Do yo u	u want to open or save this file?
⊠a,	Name: 311700.csv Type: Microsoft Office Excel Comma Separated Values From: 192.57.192.139
8	Open Save Cancel While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Figure 21 File Download Window

5. Click **Open**. The CSV text file will be displayed in Excel.

F	le Home	e Ins	ert Dra	w Page	e Layout	Formulas	Data	Review	View	Help	Acrobat			Ľ	Share	□ Comme	ents
Pi		Calibri B I	<u>U</u> ~ <u>H</u>	· 11 · /	A^ A¥ 3	= = =	≫~ - 8 •= •= ∎	ib Ger \$ \$ \$ \$	neral ~ ~ % 9 →0	E Con Form Cell	ditional Forn nat as Table \ Styles \	natting ~ ,	🔠 Insert 환 Delete 🌐 Format	 Σ Ψ Ψ Φ 	27 ~ 0 ~	Sensitivity	
CI	ipboard 🗔		Font		F3	Align	ment	N IZ	lumber I	E.	Styles		Cells	E	liting	Sensitivity	^
A			× v	f _x RA	#												v
	А	в	c	D	F	F	G	н	1	J	к	1	м	N	0	р	
1	RA #	- 10	Check/FF	Payment	Pavor	NPI	Pavee ID	Pavee Tv	Provider	Provider	Provider	Provider	Provider	Provider	- Zip Code		
2	2279203	10	74637	02/23/202	TXIX	1.79E+09	11022000	MCD	UNIVERSI	DRAWER	CLINICS A	MILWAUK	WI	53278-000)1		
3	RA #	30	SVC Code	Descriptio	on												
4	2279203	30	J7301	SKYLA, 13.	.5 MG												
5	2279203	30) 110	ROOM &	BOARD - P	RIVATE GEN	IERAL CLA	SSIFICATIO	N ROOM-E	OARD/PV	т						
6	2279203	30) 111	ROOM &	BOARD - P	RIVATE ME	DICAL/SUR	GICAL/GYN	MED-SUR	-GY/PVT							
7	2279203	30	120	ROOM &	BOARD - SI	MI-PRIVA	TE TWO BE	D GENERAI	CLASSIFIC	ATION RO	OM-BOARI	D/SEMI					
8	2279203	30	121	ROOM &	BOARD - SI	MI-PRIVA	TE TWO BE	D MEDICAL	/SURGICA	L/GYN MEE)-SUR-GY/2	BED					
9	2279203	30	306	LABORAT	ORY BACTE	RIOLOGY 8	MICROBI	OLOGY LAB	BACT-MI	CRO							_
10	2279203	30	762	SPECIALT	Y SERVICES	- OBSERVA	ATION HOL	JRS (A) OB	SERVATION	١							_
11	2279203	30	814	ACQUISIT	ION OF BO	DY COMPC	NENTS UN	ISUCCESSF	UL ORGAN	SEARCH - I	DONOR UN	SUCCESSF	JL SEARCH				_
12	2279203	30	88305	TISSUE EX	AM BY PAT	THOLOGIST											_
13	RA #	40) ICN	Claim Sta	Detail #	Member	Member	Member	PCN	MRN	Adjustme	From DOS	To DOS	Covered	Admit Da	DRG code	SO
14	RA #	40) ICN	Claim Sta	Detail #	Member I	Member	Member	PCN	MRN	Adjustme	Previous	From DOS	To DOS	Covered I	Admit Da	DR
15	RA #	40) ICN	Claim Sta	Detail #	Member I	Member	Member	PCN	MRN	Adjustme	Rev Code	From DOS	To DOS	Allowed I	PA Numb	Bill
16	2279203	4(2.22E+12	P	0	OLIVAS	CXTQUAN	9.01E+09			N	12/26/202	12/27/202	40	12/26/202	724	
17	2279203	40	2.22E+12	P	1	OLIVAS	CXTQUAN	9.01E+09			N	111	12/26/202	12/27/202	1		_
18	2279203	40	2.22E+12	P	0	OLIVAS	CXTQUAN	9.01E+09			N	01/02/202	01/03/202	1	01/02/202	724	_
19	2279203	40	2.22E+12	P	1	OLIVAS	CXTQUAN	9.01E+09			N	110	01/02/202	01/03/202	1		_
20	2279203	40	2.22E+12	P	0	OLIVAS	CXTQUAN	9.01E+09			N	01/21/202	01/22/202	1	01/21/202	724	_
21	2279203	40	2.22E+12	P	1	OLIVAS	CXTQUAN	9.01E+09			N	110	01/21/202	01/22/202	1		
22	22/9203	40	2.22E+12	P	0	OLIVAS	CXTQUAN	9.01E+09			N	02/02/202	02/03/202	1	02/02/202	53	
23	22/9203	4(07 2.22E+12	P	1	OLIVAS	CXTQUAN	9.01E+09			N	123	02/02/202	02/03/202	1		4
	4 P	22192	(+	9							•	_					•
Rea	dy 🗐										G Display S	ettings		─ -		+	100%

Figure 22 CSV Text File

Note: The Payment Integrity Review (PIR) addendum can be found at the bottom of the spreadsheet. PIR messages are displayed under the column titled, "PIR Message."

	File	Home	Insert	Page L	ayout Fo	ormulas	Data Rev	view Vie	w Auton	nate He	lp Acrol	oat								
	Paste Clipbo	∬ []] ~ ≪ ard 5	Aptos I	Narrow [<u>U</u> ~	~ 11 ⊞ ~	~ A^ A` <u>A</u> ~ <u>A</u> ~	= = = = •	E ≫ ~	>¶ ∽ ∋=	ab ₽ ₽ ₽	General \$ ~ % €00 →0 Number)) [Conditiona Format as Cell Styles St	Il Formatting Table ~ ~ /les	~ ∰। ≌(nsert ~ Delete ~ Format ~ Cells	∑ * ↓ * ♦ *	AZ♥ Sort & Fin Filter ▼ Sele	d & Sen	sitivity sitivity
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	Α		В	С	D	E	F	G	н	1.1	J	K	L	M	N	0	P	Q	R	S
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23	4218	364 180	-01	4	79.62	2314949	0	0	0	0	()	0 (0 0	0	0	0	0	-3	
24	RA #	190	-01 C	laim Spe	Claim Spe	Claim Spe	Non-Clair	Non-Clair	Non-Clair	m Specific	Refunds (YTD Amt)								
25	4218	364 190	-01	0	0	0	0	0	0											
26	RA #	200	-01 V	oids (Cu	Voids (M1	Voids (YT	D Amt)													
27	4218	364 200	-01	0	0	0														
28	RA #	230	-01 10	CN	PIR Messa	ge														
29	4218	364 230	-01 2	2.23E+12	Line for 10)11														
30	4218	364 230	-01 5	i.93E+12	Line for 10	01 this is lo	ongest, mu	ch longer t	than the pr	evious two	o, one two	three fou	r five six sev	en eight 2 3	5711131	7 23 29 31 3	37 1001	are all prin	ne number	s
31	4218	364 230	-01 2	2.23E+12	Line for 10	12 this is lo	onger, but v	within a si	ngle row											
32			_											-						

Figure 23 PIR Message in the CSV Text File

- 6. Certain columns may show scientific notation in place of long numbers such as internal control numbers. To correct this:
 - a. Click a column header to highlight the column.

b. Under the Home menu item, click the Number Format dialog box (represented by a diagonal arrow in the corner).

File Hom	e inser	t Draw Page Lay	out Formulas	Data	Review Vie	w Help	Acrobat									🕆 Share	Comment	ts
n ×	Calibri	- 11 - A*	A* = = =	n. 10	Wrap Text	General		. 🔳				SR B		AutoSum •	98	O	100	
Pate D -		A AL MILE						to Conditi	ional Form	at as Cell	Insert	Delete For	mat E	Fill+	Sort & F	nd B Se		
- 4	0 4 3	2 - 1 H - 1 2 - A	1 5 6 6	2 2 2	Merge & Center	- 3-9	5 7 38	Formatt	ing- Table	e+ Styles		* .	. 0	Clear *	Filter - Se	fect ~		
Clipboard 15		Fort	a	Alignment		G N	inter	5	Styles			Cells		Ed	ting	Se	nuthity	~
а .		V JA Cheru	moer				-											-
A h	8	c	DE	F	G	H I	1	K	ι	м	N	0	P	Q	R	5	T	
1 RA#	10	Check/EFT Number	Payment Payor	NPI	Payee ID Pay	yee Tyj Provid	er Provider	. Provider.	Provider	Provider	Provider	Dip Code						Т
2 2279203	10	74637	02/23/201 TXIX	1.79E+09	11022000 MC	D UNIVE	RSI DRAWER	CUNICS A	MILWAUN	w	53278-000	21						
3 RA #	30	SVC Code	Description															
4 2279203	30 1	17301	SKYLA, 13.5 MG															-11
5 2279203	30	110	ROOM & BOARD -	PRIVATE GET	NERAL CLASSIF	ICATION ROOM	A-BOARD/P	rt -										-11
6 2279203	30	111	ROOM & BOARD -	PRIVATE ME	DICAL/SURGIC	AL/GYN MED-S	UR-GY/PVT		Sec. av									-11
2279203		120	ROOM & BOARD -	SEMI-PRIVA	TE TWO BED GE	ENERAL CLASS	FICATION RU	D CUB CY/Y	A/SEMI									-11
0 2279203	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	121	LABORATORY BAC	TERIOLOGY I	L MICEOBIOLO	CYLAR/BACT.	LAL/GTN ME	D-SUR-G1/2	BED									-11
10 2279203	2	262	SPECIAL TY SERVIC	FS. OBSERV	ATION HOURS	ALORSERVAT	ION											11
11 2279203	10	814	ACQUISITION OF I	ODY COMPC	NENTS UNSUC	CESSEULORG	AN SEARCH -	DONOR UN	SUCCESSE	IL SEARCH								
12 2279203	30	88305	TISSUE EXAM BY P	ATHOLOGIST	1													
13 RA#	40	ICN .	Claim Stal Detail #	Member	Member I Me	mber PCN	MRN	Adjustme	From DOS	To DOS	Covered	Admit Da	DRG code	501	Billed An	Allowed	Other Ins Sp	ä.
14 RA#	40	ICN	Claim Sta Detail #	Member	Member Me	mber PCN	MRN	Adjustme	Previous	From DOS	To DOS	Covered I	Admit Da	DRG code	501	Billed Arr	Allowed / Ot	et .
15 RA#	40	ICN .	Claim Stal Detail #	Member	Member Me	mber PCN	MRN	Adjustme	Rev Code	From DOS	To DOS	Allowed	PA Numb	Billed Arr	Allowed	Paid Amt	Detail EO85	
16 2279203	40	2.22E+12	P	0 OLIVAS	OXTQUAN 9.0	01E+09		N	12/26/202	12/27/203	40	12/26/202	724	1	100	100	5	
17 2279203	40	2.22E+12	P	1 OUVAS	OXTQUAN 9.0	01E+09		N	111	12/26/203	12/27/203	1		100	100	0	9932	
18 2279203	40	2.22E+12	P	0 OUVAS	OXTQUAN 9.0	01E+09		N	01/02/20;	01/03/203	1	01/02/20:	724	1	100	100	5	
19 2279203	40	2.22E+12	P	1 OLIVAS	OCTQUAN 9.0	01E+09		N	110	01/02/203	01/03/203	1		100	100	0	9932	
20 2279203	40	2.22E+12	P	0 OLIVAS	OXTQUAN 9.0	01E+09		N	01/21/202	01/22/203	1	01/21/20;	724	1	7500	7500	5	
21 2279203	40	2.22€+12	P	1 OUVAS	OXTQUAN 9.0	D1E+09		N	110	01/21/203	01/22/203	1		7500	7500	0	9932	
22 2279203	40	2.22E+12	P	0 OUVAS	OXTQUAN 9.0	01E+09		N	02/02/202	02/03/203	1	02/02/20:	53	2	8521	8521	0	
23 2279203	40	2.22E+12	P	1 OUVAS	OXTQUAN 9.0	01E+09		N	123	02/02/20	02/03/20	1		4473.75	4473.75	0	9932	
24 2279203	40	2.22E+12	P	2 OUVAS	CATQUAN 9.0	1E+09		N	306	02/02/202	02/03/202	1		250	250	0	7932	
23 2279203	40	2.228+12	P.	3 OUVAS	CATQUAN 9.0	VEE+09		N	740	02/02/20.	02/03/20.	2		\$797.25	\$797.25	. 0	7932	
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Ready ES							Average	1.157328+12	Count: 67	Sum 5.55	5514E+13	Display S	lettings	8 II	四 -		+ 100	26

Figure 24 CSV Text File Number Fix

c. Select **Custom** in the Category section.

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Category: General Number Currency Accounting Date Time Percentag Fraction Scientific Text Special Custom	e umber format c	Sam Ch Type: # 7/7 \$ #,# \$ #,# \$ % \$ % 0% 0.000 ##0.0 ##0.0 ##0.0 ##0.0 ##0.0 # 7/7 # 7/7	ple eck/EFT Numb 70.00_);(\$#,##1 70.00_);(Red)(\$ 6 +00 E+0 ?? ?? ?? ?? ?? ?? ?? ?? ?? ?? ?? ?? ??	ner 0.00) ##,##0.00)	a starting point.	Delete	•
					OK	Canc	el

Figure 25 Number Format Dialog Box

- d. Select **#**?/? in the Type section.
- e. Click **OK**. Once expanded, all columns with long numbers should now appear correctly.

7. Click **Save As** under the File menu item to save the CSV text file. Note: The user **must** first save the CSV text file to properly download and format the data content as a spreadsheet document.

Save As							X
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File name:	3117(00.csv					- -
Save as type:	Micro	osoft Office Ex	cel Comma S	eparated Value	s File		•
Alide Folders						Save	Cancel

Figure 26 Save As Window

- 8. Choose a location on the computer or network to save the RA CSV text file.
- 9. Click Save.

4.1 Format the Comma-Separated Values File

To properly read the CSV text file after it has been saved, the user will need to first import the text file into a spreadsheet or database program and then format it. The examples shown here use the Excel spreadsheet program.

1. Open a blank spreadsheet.

2. In the menu bar at the top of the screen, click **Data**. The Data menu will be displayed.

File H Get Data ~	fome Insert From Text/CSV From Web From Table/Range Get & Trans	Draw Recer Existin form Data	Page L nt Sources ng Connectio	ayout	Formulas	Data eries & Con operties t Links & Connectio	Review nections ns	View $\hat{z} \downarrow \begin{bmatrix} z & A \\ A & Z \end{bmatrix}$ $\hat{z} \downarrow Sort$	Help Filter Sort & Fi	Acrobat	Text Colur	to nns 🏹 🖌	Wha Analy	t-If Forecast sis ~ Sheet Forecast	Share 예 Gro 예 Un 때 Sul 이	Com pup ~ group ~ btotal utline	ments
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Figure 27 Blank Spreadsheet

3. Click **From Text/CSV** located on the left side of the Data menu. The Import Data window will open.

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Desktop						
Documents						
Downloads	- 61					
Music						
Pictures	- 11					
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File name:	2279203			✓ Text Files	~	7
			Tools	 Import 	Cancel	Ī

Figure 28 Import Data Window

4. Navigate to the location where the user saved the CSV file and select the file.

ile Origin		D	elimiter	Data Type De	tection				
1252: Wes	tern European	(Windows) 🔻 (Comma 👻	Based on fir	st 200 rows	*			
Column1	Column2	Column3	Column4		Column5	Column6	Column7	Column8	
RA #	10	Check/EFT Number	Payment Date		Payor	NPI	Payee ID	Payee Type	Provid
2279203	10	74637	02/23/2022		TXIX	1790720985	11022000	MCD	UNIVE
RA #	30	SVC Code	Pescription						
2279203	30	J7301	SKYLA, 13.5 MG						
2279203	30	110	ROOM & BOARD - PRIVATE GENERAL CLAS	SIFICATION R					
2279203	30	111	ROOM & BOARD - PRIVATE MEDICAL/SURG	GICAL/GYN M					
2279203	30	120	ROOM & BOARD - SEMI-PRIVATE TWO BED	GENERAL C					
2279203	30	121	ROOM & BOARD - SEMI-PRIVATE TWO BEE	MEDICAL/S					
2279203	30	306	LABORATORY BACTERIOLOGY & MICROBIC	LOGY LAB/B					
2279203	30	762	SPECIALTY SERVICES - OBSERVATION HOUR	RS (A) OBSER					
2279203	30	814	ACQUISITION OF BODY COMPONENTS UNS	SUCCESSFUL					
2279203	30	88305	TISSUE EXAM BY PATHOLOGIST						
RA #	40	ICN	Claim Status		Detail #	Member Last Name	Member First Name	Member No	PCN
RA #	40	ICN	Claim Status		Detail #	Member Last Name	Member First Name	Member No	PCN
RA #	40	ICN	Claim Status		Detail #	Member Last Name	Member First Name	Member No	PCN
2279203	40	2222050000000	P		0	OLIVAS	CXTQUANTITYEX	9010005836	
2279203	40	2222050000000	P		1	OLIVAS	CXTQUANTITYEX	9010005836	
2279203	40	2222050000000	P		0	OLIVAS	CXTQUANTITYEX	9010005836	
2279203	40	2222050000000	P		1	OLIVAS	CXTQUANTITYEX	9010005836	
2279203	40	2222050000000	P		0	OLIVAS	CXTQUANTITYEX	9010005836	
2									
<									2

5. Click Import. The data capture window will be displayed.

Figure 29 Data Capture Window

- 6. Keep the default File Origin, Delimiter, and Data Type Detection values, as shown.
- 7. Click Load. The final imported file will be displayed.

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2	RA #	10 Check/EFT Number	Payment Date		Payor
3	2279203	10 74637	02/23/2022		TXIX
4	RA #	30 SVC Code	Description		
5	2279203	30 J7301	SKYLA, 13.5 MG		
6	2279203	30 110	ROOM & BOARD - PRIVATE GENERAL CLASSIF	ICATION ROOM-BOARD/PVT	
7	2279203	30 111	ROOM & BOARD - PRIVATE MEDICAL/SURGIC	AL/GYN MED-SUR-GY/PVT	
8	2279203	30 120	ROOM & BOARD - SEMI-PRIVATE TWO BED GE	NERAL CLASSIFICATION ROOM-BOARD/SEMI	
9	2279203	30 121	ROOM & BOARD - SEMI-PRIVATE TWO BED M	EDICAL/SURGICAL/GYN MED-SUR-GY/2BED	
10	2279203	30 306	LABORATORY BACTERIOLOGY & MICROBIOLO	GY LAB/BACT-MICRO	
11	2279203	30 762	SPECIALTY SERVICES - OBSERVATION HOURS	(A) OBSERVATION	
12	2279203	30 814	ACQUISITION OF BODY COMPONENTS UNSUC	CESSFUL ORGAN SEARCH - DONOR UNSUCCESSFU	
13	2279203	30 88305	TISSUE EXAM BY PATHOLOGIST		
14	RA #	40 ICN	Claim Status		Detail #
15	RA #	40 ICN	Claim Status		Detail #
16	RA #	40 ICN	Claim Status		Detail #
17	2279203	40 2222050000000	P		1
10	2275205	40 2222050000000	P		0
20	2279203	40 222205000000	P		1
20	2279203	40 2222050000000	D D		0
22	2279203	40 2222050000000	P		1
23	2279203	40 2222050000000	P		0
24	2279203	40 2222050000000	P		1
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Figure 30 Final Imported RA File

8. Save the formatted file. Saving before making changes will help to avoid having to convert the CSV file again should the user encounter problems while working with the data.

5 View Explanation of Benefits Codes and Descriptions

1. On the Remittance Advices page, click **View EOB codes and descriptions** in the "Comma-Separated-Values Format (.csv)" section.

Comma-Separated-Values Format (.csv)
Use the following links to access remittance advices in CSV format. Users will be able to select which specific RA they would like to download. Users will also be able to choose which sections of the RA they would like to include in the download file. A provider or MCOs last 10 remittance advices will be available in CSV format.
Download remittance advices in a CSV (.csv) report format
<u>View the RA User Guide</u>
<u>View the CSV file User Guide</u>

View EOB codes and descriptions

Figure 31 Comma-Separated-Values Format (.csv) Section

The Explanation of Benefits Code Listing page will be displayed.

Explanation of Benefits Code Listing	
An Explanation of Benefits (EOB) code corresponds to a printed message about the status or action taken on a claim. Providers will find a list of all EOB codes used with the corresponding description on the last page of the Remittance Advice.	
EOB Code	EOB Description
0000	This claim/service is pending for program review.
0001	Member's ForwardHealth I.d. Number Is Missing Or Incorrect
0002	ForwardHealth Number On Claim Does Not Match ForwardHealth Number On Prior Authorization Request.
0003	A minimum of one detail is required.
0004	DME rental beyond the initial 30 day period is not payable without prior authorization.
0005	Charges Paid At Reduced Rate Based Upon Your Usual And Customary Pricing Profile.
0006	Amount Paid Reduced By Amount Of Other Insurance Payment.
0007	Information inadequate to establish medical necessity of procedure performed.Please resubmit with additional supporting documentation.
0008	The Number Of Weeks Has Been Reduced Consistent With Goals And Progress Documented.
0009	Member Name Missing. Please Correct And Resubmit.
0010	Member is enrolled in Medicare Part A and/or Part B on the on the Dispense Dateof Service.
0011	Medicare Part A Services Must Be Resubmitted. Please Attach Copy Of Medicare Remittance.
0012	Service Paid At The Maximum Amount Allowed By ForwardHealth ReimbursementPolicies.
0013	Dollar Amount Of Claim Was Adjusted To Correct Mathematical Error.
0014	A discrepancy exists between the Other Coverage Indicator and the Other Paid Amount.
0015	Pediatric Community Care is limited to 12 hours per DOS.
0016	Drug Dispensed Under Another Prescription Number. Multiple Prescriptions For Same Drug/ Same Fill Date, Not Allowed.
0017	The Evaluation Was Received By ForwardHealth Fiscal Agent More Than Two Weeks After The Evaluation Date.

Figure 32 Explanation of Benefits Code Listing Page

2. Scroll to the EOB code the user wishes to view.