
Oregon Health Plan Provider Web Portal

Online Remittance Advice

How to access the online RA
How to find and download an RA

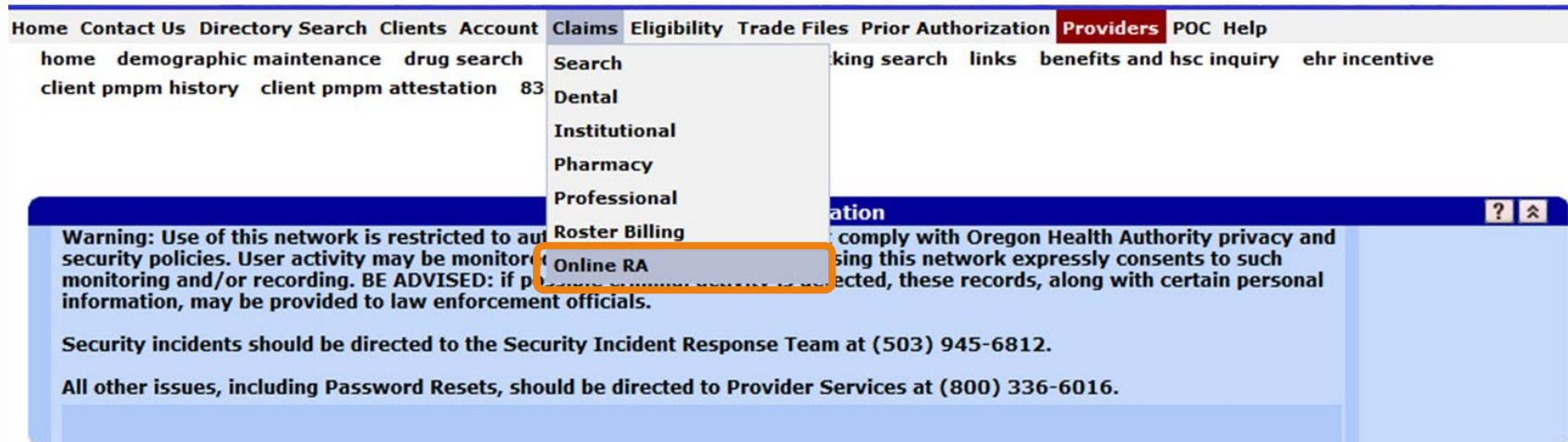


Who can view the online remittance advice (RA)?

- Clerks with the “RA Online” role can:
 - Access online remittance advices (RAs), and
 - Stop the provider account from receiving paper RAs.
- An administrator or clerk with the Clerk Maintenance role may add this role to other clerks.
- To learn more about updating or adding clerks, [view OHA’s Demographic Maintenance guide.](#)

How to access the online RA

- After login, go to **Claims**, then **Online RA**.



The screenshot shows the top navigation bar of the Oregon Health Authority website. The menu items are: Home, Contact Us, Directory Search, Clients, Account, Claims, Eligibility, Trade Files, Prior Authorization, Providers, POC, and Help. The 'Claims' menu is open, showing a list of options: Search, Dental, Institutional, Pharmacy, Professional, Roster Billing, and Online RA. The 'Online RA' option is highlighted with an orange box. Below the navigation bar, there is a warning message: 'Warning: Use of this network is restricted to authorized users. User activity may be monitored and/or recorded. BE ADVISED: if you use this network expressly, these records, along with certain personal information, may be provided to law enforcement officials.' Below the warning, there are two lines of text: 'Security incidents should be directed to the Security Incident Response Team at (503) 945-6812.' and 'All other issues, including Password Resets, should be directed to Provider Services at (800) 336-6016.'

Review your paper RA options

- Each time you go to view the online RA, you will see the following screen until someone chooses to stop the paper RA.
 - Any clerk with the “Online RA” role can choose to stop the paper RA.
 - If a clerk stops the paper RA by mistake, you must call Provider Services to restart the paper RA.

Home Contact Us Directory Search Clients Account **Claims** Eligibility Trade Files Prior Authorization Providers POC Help
home search dental institutional pharmacy professional roster billing **online ra**

The following messages were generated:

Message Description	Panel	Field	Row	Action
To stop paper Remittance Advice and use the online Remittance Advice only, click on "Stop Paper RAs" below.	Online RA Search			<input type="checkbox"/> Ignore
Otherwise, select "Ignore" and click on "Continue".				

[Continue](#)
[Stop paper RA](#)

How to proceed to the online RA search

- To proceed **without** changing your paper RA settings, click “Ignore,” then click “Continue.”
- To stop the paper RA before you proceed, click **Stop paper RA**.

Home Contact Us Directory Search Clients Account **Claims** Eligibility Trade Files Prior Authorization Providers POC Help
home search dental institutional pharmacy professional roster billing **online ra**

The following messages were generated:

Message Description	Panel	Field	Row	Action
To stop paper Remittance Advice and use the online Remittance Advice only, click on "Stop Paper RAs" below. Otherwise, select "Ignore" and click on "Continue".	Online RA Search			<input type="checkbox"/> Ignore
				<input type="button" value="Continue"/> <input type="button" value="Stop paper RA"/>

Confirmation messages

- If you choose to stop the paper RA, you will see the following message at the top of the Online RA screen:

The following messages were generated:			
Message Description	Panel	Field	Row
Information: You are not receiving paper Remittance Advice.	Online RA Search		

- If you choose to continue receiving the paper RA, you will see the following message.

The following messages were generated:			
Message Description	Panel	Field	Row
Information: You are still receiving paper Remittance Advice.	Online RA Search		

Online RA search

- Enter one of the following criteria, then click **search**.
 - RA From and To Dates: To search for RAs issued between these dates. You can search for RAs issued back to September 2014.
 - RA Number: To search for a specific RA



The screenshot shows a web interface titled "Online RA Search". It features three input fields: "RA From Date" with the value "01/09/2015", "RA To Date" with the value "01/09/2015", and "RA Number" which is currently empty. To the right of these fields are two buttons: "search" and "clear". The interface has a blue header bar and a light blue background for the input area.

Online RA search results

- Search results will return the requested RA, or all RAs issued to your provider ID for the requested date range.
- To view an RA:
 - Click the row for the RA
 - Click download

The screenshot displays the 'Online RA Search' interface. At the top, there are input fields for 'RA From Date' (08/01/2015) and 'RA To Date' (01/25/2016), and a text input for 'RA Number'. To the right are 'search' and 'clear' buttons. Below the search fields is a message: 'To download an RA, select a row and click on "download".' The 'Search Results' section contains a table with two rows of results. The first row is highlighted in light blue. A 'download' button is located at the bottom right of the results area, highlighted with an orange box.

RA Date	RA Number
08/04/2015	17411458
01/09/2016	17438543

RA Display

The selected RA will display in a new window.

REPORT: OHA-BANN-R	OREGON EHR	DATE: 01/10/2016
RA#: 17438543	MEDICAID MANAGEMENT INFORMATION SYSTEM	PAGE: 1
	PROVIDER REMITTANCE ADVICE	
	PROVIDER BANNER MESSAGE	

TRAINING33	PAYER ID	506675926
500 SUMNER ST NE	CHECK	011469363
SALEM, OR 97301-1063	ISSUE DATE	01/10/2016

*FOR REMITTANCE ADVICE QUESTIONS - Find help on the OHP website at <www.oregon.gov/OHA/healthplan/pages/ra.aspx>. If you still need help, call Provider Services at 800-236-6016 or 503-947-5515 (Salem) during regular business hours.

REMINDER - For coordinated care organization (CCO) members, please contact the CCO to find out about the member's assigned Primary Care Provider. Learn how to verify a member's OHP eligibility and CCO enrollment at <www.oregon.gov/OHA/healthplan/pages/verify.aspx>.

ARE YOU eSUBSCRIBED? - To receive provider updates by text or email about Oregon Medicaid policies, resources, and the monthly "Provider Matters" newsletter, go to <www.oregon.gov/OHA/healthplan/pages/announcements.aspx> and click on the green eSubscribe envelope.

Medicaid EHR Incentive Payments -
Find out more about how to apply at <www.MedicaidEHRIncentives.oregon.gov>!

PRESCRIBERS - Include your NPI on all prescriptions and orders. DMAP requires this information for all pharmacy claims. For more information, go to <www.oregon.gov/OHA/healthplan/pages/pharmacy-policy.aspx>.

PRESCRIBERS - SUBSCRIBE TO OREGON STATE DRUG REVIEW: A monthly newsletter published by the OSU College of Pharmacy on behalf of the Oregon P&T Committee, the Drug Review provider drug utilization reviews, drug and therapeutic guideline reviews, and cost-effective prescribing recommendations to Medicaid providers and pharmacies throughout Oregon. For the latest issue, go to <<http://pharmacy.oregonstate.edu/drug-policy/newsletters>>. To receive future issues by e-mail, go to <<http://lists.oregonstate.edu/mailman/listinfo/osupharmdi>>.

READ "PROVIDER MATTERS" - Check the OHP home page for the latest issues affecting health care providers. Go to <www.oregon.gov/OHA/healthplan> and look under "OHP updates."

Need help?

- To learn more about how to read the remittance advice:
 - [Visit the OHP Remittance Advice page](#)
- If you still need help, contact Provider Services:
 - 800-336-6016
 - dmap.providerservices@dhsoha.state.or.us