

# The Remittance Advice in the SCDHHS Web Tool

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# Remittance Advice

- BabyNet providers will now be able to access PDFs of their remittance advice via the SCDHHS web tool.
- This means providers can check this information for updates 24 hours per day rather than wait for their claims-level remittance advices to be emailed to them.
- Because this information will now be available via the web tool, providers will no longer be emailed their claims-level remittance advices.
- Providers can find resources about, and a video on how to access, their remittance advice [here](#). The remittance advice will include both Medicaid and BabyNet claims payments.

# How to access your remittance advice

1. Access the SC Medicaid Portal: <https://portal.scmemoaid.com>
2. Enter your User Name and Password (should be associated with NPI)

The screenshot shows a web browser window with the address bar containing <https://portal.scmemoaid.com/>. The page header features the South Carolina Medicaid logo and the text "SOUTH CAROLINA Healthy Connections MEDICAID". Below the header, there are input fields for "User Name" and "Password", a "Show Password" checkbox, and a "Log" button. The main content area is titled "SC Medicaid Portal" and includes a "User IP address 10.60.205.9" label. The text on the page reads: "We are happy to announce the availability of the South Carolina Medicaid Web Portal. This system allows you to:" followed by a bulleted list: "Update your password," "Download or view payment e-remittance statements online," "Enter and submit claims for Medicaid subscribers," "View the Status of your claims," and "Check on the eligibility of your Medicaid subscribers." Below this, it says "To access the Portal, please type your user name and password above and press Enter." and "Password Lockout Policy" section: "After three (3) failed login attempts the ID will be locked for 30 minutes. After the 30 minutes the ID will automatically unlock." At the bottom, contact information for the South Carolina Center is provided: "For support, contact the South Carolina Center Phone: (888) 289-0709 Option 1, Fax: (803) 870-9021, Email: [EDIG.OPS-MCAID@BCBSSC.COM](mailto:EDIG.OPS-MCAID@BCBSSC.COM)".

# How to access your remittance advice

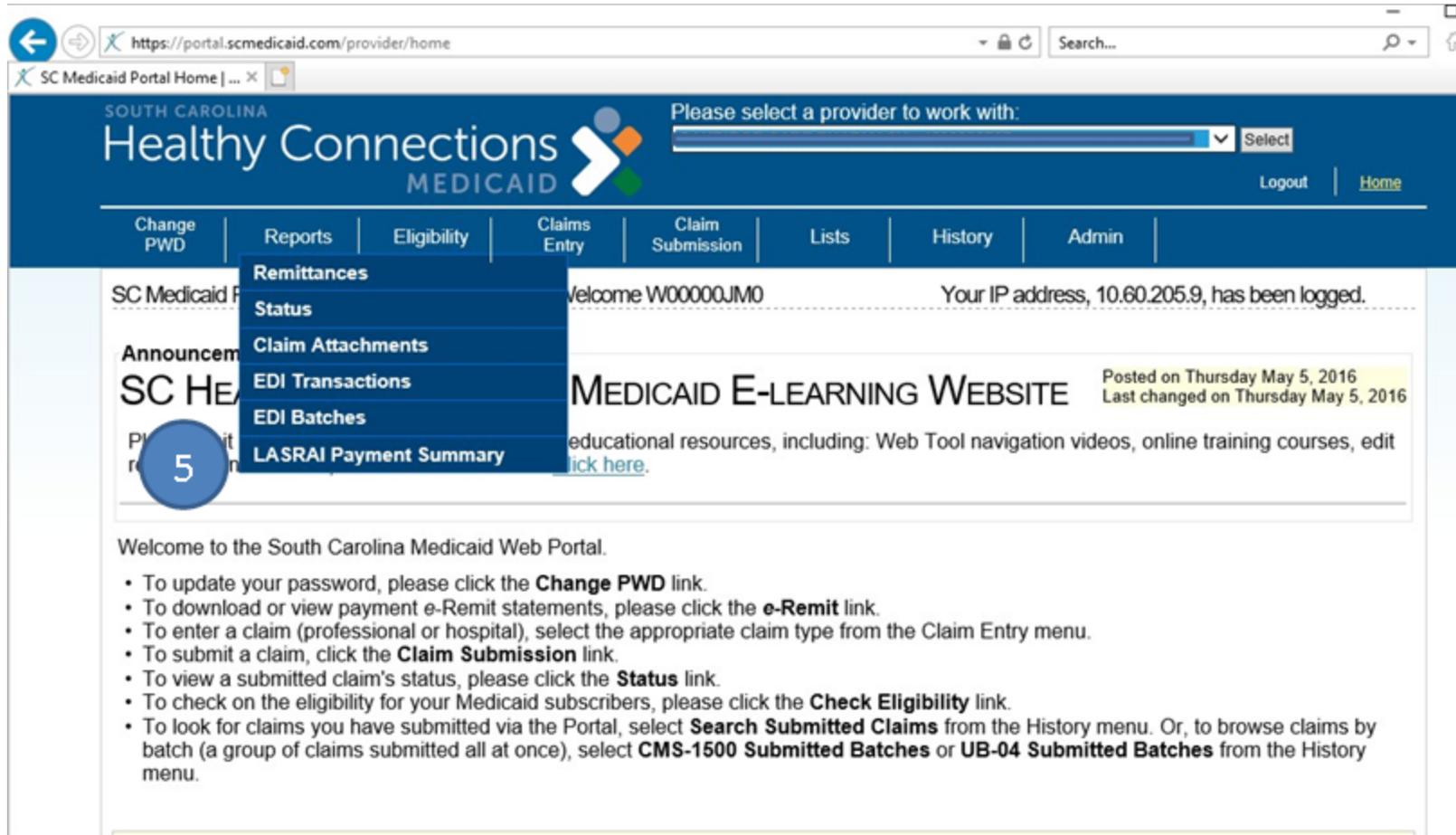
3. Select the NPI or Legacy ID (Atypical Providers) from the drop down list and select.

4. Go to the Reports Tab

The screenshot shows the SC Medicaid Portal Home page. The browser address bar displays <https://portal.scmemoaid.com/provider/home>. The page header includes the "Healthy Connections MEDICAID" logo and a navigation menu with links for "Change PWD", "Reports", "Eligibility", "Claims Entry", "Claim Submission", "Lists", "History", and "Admin". A dropdown menu is open, showing "<Select One>" and a "Select" button. A blue circle with the number "3" is placed over the dropdown menu. Another blue circle with the number "4" is placed over the "Reports" link in the navigation menu. The main content area displays "SC Medicaid Portal Home", "Welcome W00000JM0", and "Your IP address, 10.60.205.9, has been logged." Below this is an "Announcements" section with the title "SC HEALTHY CONNECTIONS MEDICAID E-LEARNING WEBSITE" and a link to "Click here". A "Welcome to the South Carolina Medicaid Web Portal" section follows, containing a list of instructions for users.

# How to access your remittance advice

## 5. Select Remittances



The screenshot shows the South Carolina Medicaid Provider Portal. The browser address bar displays <https://portal.scmemoaid.com/provider/home>. The page header includes the South Carolina Medicaid logo and a dropdown menu for selecting a provider. A navigation bar contains links for Change PWD, Reports, Eligibility, Claims Entry, Claim Submission, Lists, History, and Admin. A dropdown menu is open under 'Reports', with 'Remittances' highlighted. A blue circle with the number '5' is overlaid on the 'Remittances' menu item. The main content area displays a welcome message for user W00000JM0, a login notice for IP address 10.60.205.9, and an announcement for the 'MEDICAID E-LEARNING WEBSITE' dated May 5, 2016. Below the announcement, a list of educational resources is provided, including links for 'Web Tool navigation videos', 'online training courses', and 'edit link here'.

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Welcome to the South Carolina Medicaid Web Portal.

- To update your password, please click the **Change PWD** link.
- To download or view payment e-Remit statements, please click the **e-Remit** link.
- To enter a claim (professional or hospital), select the appropriate claim type from the Claim Entry menu.
- To submit a claim, click the **Claim Submission** link.
- To view a submitted claim's status, please click the **Status** link.
- To check on the eligibility for your Medicaid subscribers, please click the **Check Eligibility** link.
- To look for claims you have submitted via the Portal, select **Search Submitted Claims** from the History menu. Or, to browse claims by batch (a group of claims submitted all at once), select **CMS-1500 Submitted Batches** or **UB-04 Submitted Batches** from the History menu.

# An Example of the Claims Submission, Processing and Payment Cycle after Nov. 1, 2019

## January 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
29	30	31	1	2	3	4	
5	6	★ 7 Date of Service	8	9	10	11	
12	★ 13 Submission of the Claim with the Jan. 7 Date of Service	Claims Submission/Approval				17	★ 18 Claim submission cut off date
19	20	21	22	23	24	25	
Claims Processing							
26	27	28	29	30	★ 31 EFT Direct Deposit	1	
Claims Payment							

Let's follow one claim that a provider submitted to SCDHHS for adjudication.

On Jan. 7, a provider renders services to a beneficiary.

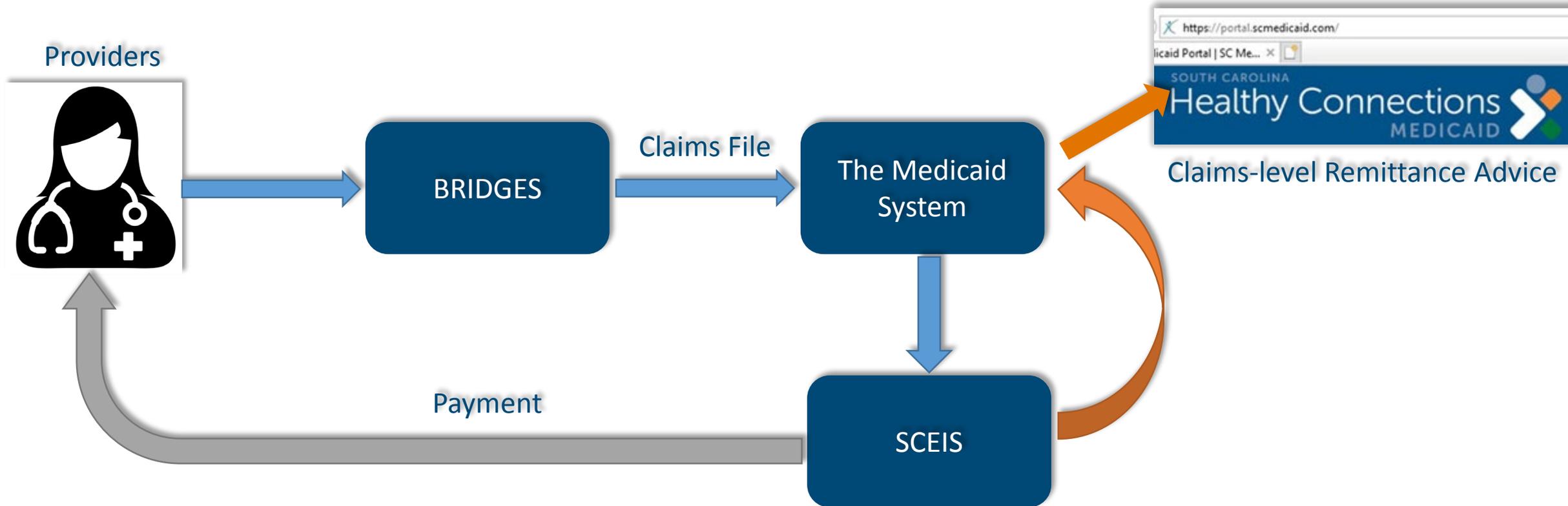
They wait until the following week to submit the claim to SCDHHS on Jan. 13.

The cut off date for claim submission and approval for that week would be that Saturday, Jan. 18. at 11:59 PM.

Then the claim would be processed with the new 837 EDI transmission file and would be paid out on Jan. 31.

The payment cycle is still a three-week cycle, but claims are now processed from when they are submitted by the provider

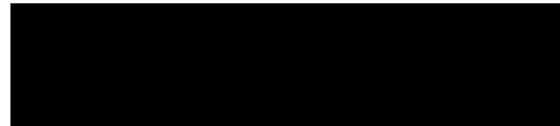
# Claims Lifecycle – Response File



# Payment Reference Number Example

# PR=1285637785 000017359 TRANS #1001011610 053904480004900

1820



# SCEIS Vendor Number

PROVIDER ID.		000017360		PROFESSIONAL SERVICES				PAYMENT DATE		VENDOR		PAGE
[REDACTED]		DEPT OF HEALTH AND HUMAN SERVICES		REMITTANCE ADVICE				08/09/2019		18000055267		1
SOUTH CAROLINA MEDICAID PROGRAM												
PROVIDERS OWN REF. NUMBER	CLAIM REFERENCE NUMBER	SERVICE RENDERED DATE(S)	AMOUNT BILLED	TITLE 19 PAYMENT MEDICAID	RECIPIENT ID. NUMBER	RECIPIENT NAME	M O D	TLE. 18 ALLOWED DISCHARGES	COPY AMT	TITLE 18 PAYMENT		
[REDACTED]	[REDACTED]	072419 92523	58.70	0.00	[REDACTED]	[REDACTED]	1000	L01 722	0.00	0.00		
[REDACTED]	[REDACTED]	072719 97110	93.92	93.92	[REDACTED]	[REDACTED]	0GP		0.00	0.00		
[REDACTED]	[REDACTED]	072619 92507	53.36	53.36	[REDACTED]	[REDACTED]	1000		0.00	0.00		
[REDACTED]	[REDACTED]	071919 92507	53.36	53.36	[REDACTED]	[REDACTED]	1000		0.00	0.00		
[REDACTED]	[REDACTED]	071819 92507	53.36	53.36	[REDACTED]	[REDACTED]	1000		0.00	0.00		
[REDACTED]	[REDACTED]	072619 97530	99.52	99.52	[REDACTED]	[REDACTED]	10GO		0.00	0.00		
[REDACTED]	[REDACTED]	072519 92507	106.72	106.72	[REDACTED]	[REDACTED]	1000		0.00	0.00		
[REDACTED]	[REDACTED]	072519 92507	106.72	106.72	[REDACTED]	[REDACTED]	1000		0.00	0.00		
[REDACTED]	[REDACTED]	072519 92507	106.72	106.72	[REDACTED]	[REDACTED]	1000		0.00	0.00		
[REDACTED]	[REDACTED]	071819 92507	106.72	106.72	[REDACTED]	[REDACTED]	1000		0.00	0.00		
[REDACTED]	[REDACTED]	072519 92507	106.72	106.72	[REDACTED]	[REDACTED]	1000		0.00	0.00		

FOR AN EXPLANATION OF THE ERROR CODES LISTED ON THIS FORM REFER TO: "MEDICAID PROVIDER MANUAL".	CERT. PG TOT	MEDICAID PG TOT	STATUS CODES: P = PAYMENT MADE R = REJECTED S = IN PROCESS E = ENCOUNTER	PROVIDER NAME AND ADDRESS [REDACTED]
IF YOU STILL HAVE QUESTIONS PHONE THE D.H.H.S. NUMBER SPECIFIED FOR INQUIRY OF CLAIMS IN THAT MANUAL.	CERTIFIED AMT	MEDICAID TOTAL		
	CHECK TOTAL	CHECK NUMBER		

