

Remittance Advice FAQs

Background: CareOregon is upgrading the standard remittance advice (RA) available to providers. This upgrade will be effective for payments made the week September 26, 2016. Providers will no longer be required to log into the SFTP site to access their RAs, they will only be available in CareOregon Connect.

Q: What is CareOregon Connect?

A: CareOregon Connect is CareOregon's provider portal. Providers can use it to verify member eligibility, view the status of claims, RAs, member rosters, as well as request and view authorizations.

Q: Can I access it through OneHealthPort?

A: Yes. OneHealthPort is a single sign-on for multiple health plan provider portals. You can register at OneHealthPort and CareOregon will receive all of the information needed to establish your access.

Q: How do I sign up to be a user of CareOregon Connect?

A: If you have access through OneHealthPort, you do not need to sign up for CareOregon Connect. To gain access to CareOregon Connect, contact the Main Office Contact at your organization to grant you access.

Q: How do I find my remittance advice?

A: From the CareOregon Connect homepage, select "Claims/Remittance Advice" along the left-hand side of the home page. From the Claims/Remittance Advice page, the initial view defaults to the "Claims" tab.

To find a RA from a claim, enter in the search parameters. When the claim results show, there will a column titled 'View EOP'. Select the link in this column to display the associated RA.

To find a check from the "Remittance Advice" tab, select this tab to change to that view. Enter in the search parameters for the RA you are attempting to access and select the appropriate check number link in the EOP column to display the associated RA.

A video tutorial on How to pull Remittance Advice is available at <http://www.careoregon.org/Providers/ProviderPortalLogin/PortalTutorials.aspx>

Q: Why should I access the RA electronically instead of maintaining hard copies?

A: There are many benefits to accessing your RAs online including:

- The digital format provides a search capability allowing for easy identification of claims
- It eliminates the need to manually scan or physically store paper RAs for record keeping
- Payments can be posted quicker as the availability of the RAs will coincide with electronic funds transfer

Q: How can I stop paper RAs from being sent to me?

A: Sign up to receive your organization's payment through Electronic Funds Transfer (EFT). The EFT request form can be found on the [Electronic HIPAA Transaction page](#) of the CareOregon website.

Q: What is an EOP?

A: EOP is an Explanation of Payment. This is synonymous with remittance advice in CareOregon Connect.

Q: Why do I get an error message when attempting to access my weekly RA on Monday?

A: The RA file has not been loaded yet. The RA image with full detail will typically be available by 4:00pm on Mondays to coincide with the payment on Tuesday..