Provider Portal

Claims – Search for Explanation of Payments (EOP)

Quick Reference Guide (QRG)

This Quick Reference Guide (QRG) will provide an overview of how to search for an Explanation of Payments (EOP).
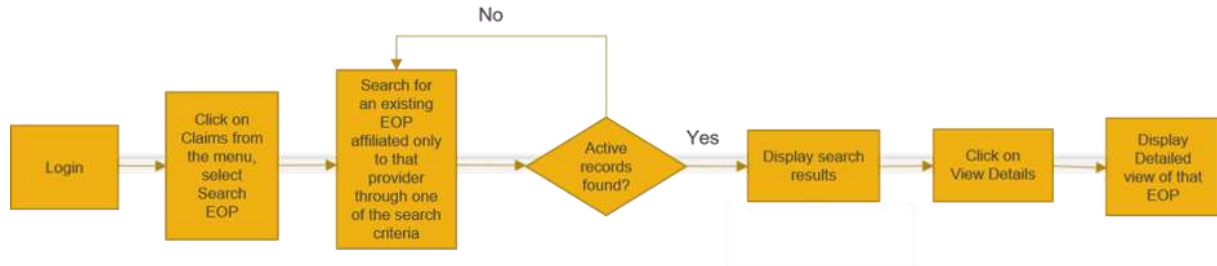
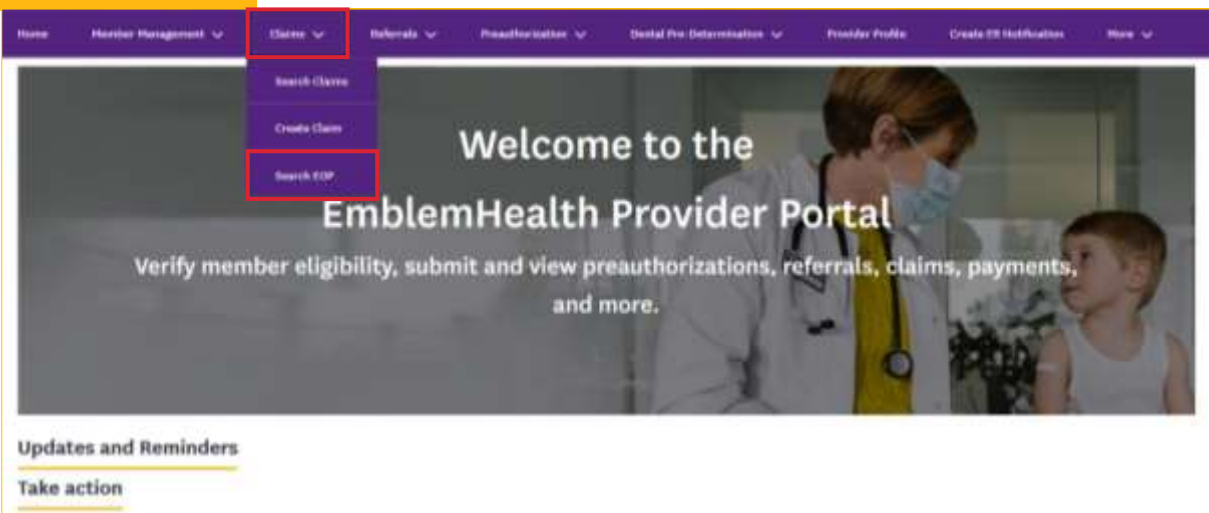Let us look at the steps to search for an EOP.

Purpose: To Search for an EOP.

1. Search for an EOP

Step 1:

1. From the **Provider Portal home** screen, select the **Claims** tab.
2. Select **Search EOP.**

Step 2:

1. In the **Search By** field, select the desired option from the drop-down. For this example, we will use **Date of EOP Remittance**.
Note: You can also search by Client Reference ID, Check Number, and/or EFT Number. You may search back as far as 2 years from the current date and search up to 90 days of claims at a time. You cannot search for a future date.

Search By *

Check Number
EFT Number
Client Reference ID
Date of EOP Remittance

Reset Search   Search

Step 3:

1. Enter the required dates in the **Paid Date From** and **Paid Date To** fields.
2. Click **Search**.

Search By *
Date of EOP Remittance

Paid Date From *
02/13/2020

Paid Date To *
02/26/2020

Reset Search   Search

Step 4:

1. The results for the EOP search display.
2. You can use **Filter By** to filter the required Member detail from the search results.
3. Click the drop-down icon against the required payment detail.
4. Click **View Details**.

Click on the drop down arrow and then View Details to view the associated EOP and payment image.

Filter By

Claim ID	Paid Date	Check/Transaction ID	Payment Reference ID	Payee Name	Insurance Type	
P21A00106893	02/13/2020	1234234	782413494006754	John Davis	Commercial	▼
P21A00107872	02/16/2020	2724217	672212189875379	Sarah Williams	Medicare	View Details
P21A00108891	02/21/2020	7624254	912378289346761	James Smith	Commercial	▼
P21A00109812	02/25/2020	9028214	892123490235570	Kane West	Commercial	▼

Total Records: 4   ‹ Showing 1 - 4 ›
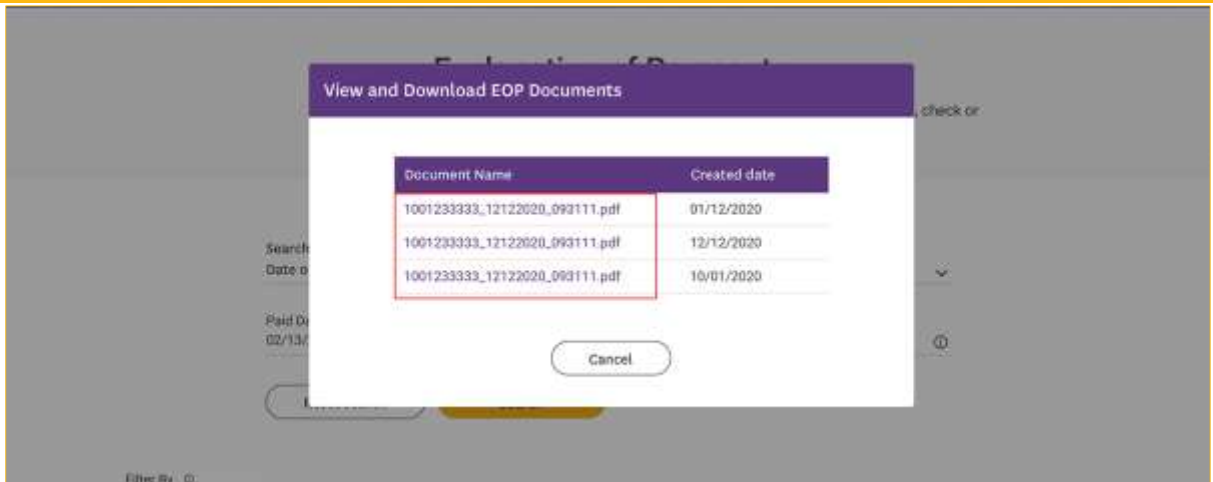
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Step 5:

1. The **View** dialog box displays.
2. Select **EOP** to download the EOP documents or **Payment** to download the Payment Summary.
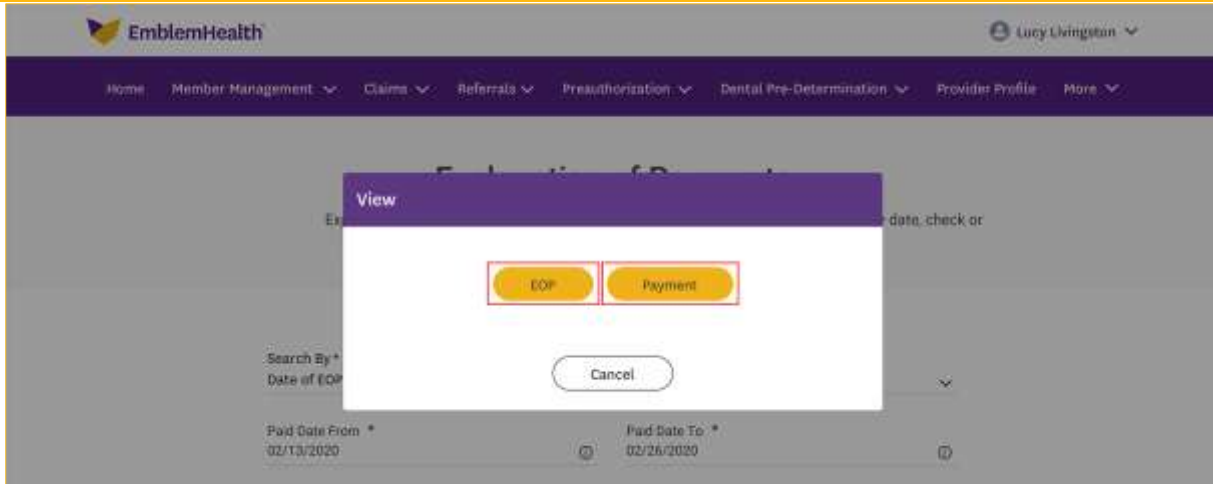
Step 5a:

- The **View and Download EOP Documents** dialog box displays.
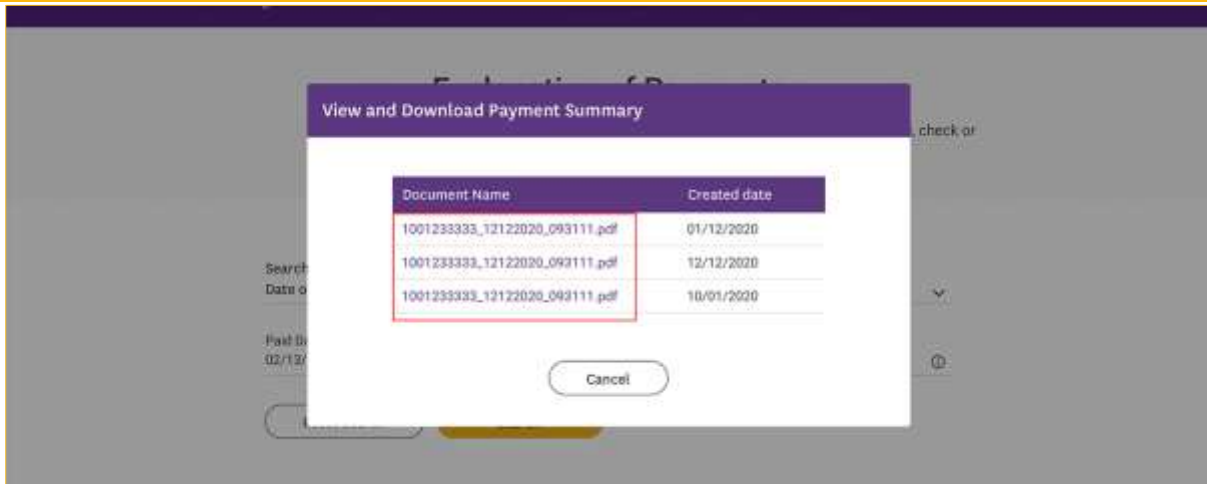- Click the required PDF document to download.

Step 5b:	• The **View and Download Payment Summary** dialog box displays. • Click the required PDF document to download.

View and Download Payment Summary

Document Name	Created date
1001233333_12122020_093111.pdf	01/12/2020
1001233333_12122020_093111.pdf	12/12/2020
1001233333_12122020_093111.pdf	10/01/2020

Cancel

Thank You