

Fast Facts

MAY SPECIAL EDITION 2024

News for Providers from HealthPartners
Provider Relations & Network Management

Administrative

ANSI 835 remittance advice files

PROVIDERS AFFECTED BY CHANGE HEALTHCARE OUTAGE

Updates include:

A consumable version of the ANSI 835 remittance advice files for providers affected by the Change Healthcare outage is now available through the Provider Portal. Individuals with a Provider Portal account can access these files through the Remittance Inquiry application. For now, this option is only available to providers affected by the Change Healthcare outage.

If your practice was initially impacted by the Change Healthcare outage and eventually enrolled with a different clearinghouse, remittance advice files will only be available during the outage time your NPIs were enrolled through Change Healthcare. If you are unable to locate a remittance file after transitioning to a different clearinghouse, please check with your EDI staff or software vendor before inquiring directly with HealthPartners.

Individuals who need a HealthPartners Provider Portal account should contact their site delegate (*click here to find your delegate* healthpartners.com/findmydelegate) or register their organization by visiting healthpartners.com/provider and clicking on “Register Here” or healthpartners.com/providerregistration.

Within the Remittance Inquiry application, remittance advice files are searchable by check/EFT #, date range and provider, or by claim number. Regardless of search type, the results will provide a summary line with an Open Remit link to generate the remittance details. Clicking the Open Remit link reveals the remittance options:

- View Remit as PDF
- Download Remit as PDF
- Download 835 remit as .txt file
 - (only available to Change Healthcare enrolled NPIs)

Remittance Inquiry Help ?

Search Notifications

Search by

Check/EFT #
 Date range
 Claim #

*Check/EFT #

Clear Search

Large remittances may take longer to generate due to the amount of data.


Note: To prevent the edges from cutting off the print copy, your Adobe settings for Page Scaling under Page Handling must be set to Fit to Printer Margins.

Results for search by Check/EFT #

Remittance Report Instructions

To start, press Open Remit on the remittance report record you would like to view. This will start the generation process and the following options will appear when a report is ready

Legend:

- View Remit[®] to view your remittance in your browser
- Download Remit  to download your remittance (recommended for large dollar remittances)

Show 25 entries

View details	Payee name	NPI	Check/EFT date	Pay type	Check/EFT #	Amount
Open Remit			3/23/2024	ACH		6,630.07

Showing 1 to 1 of 1 entries

View details

[View Remit as PDF](#)
[Download Remit as PDF](#)
[Download 835 remit as .txt file](#)

If you have questions regarding the content of this newsletter, please contact the person indicated in the article or call your HealthPartners Service Specialist. If you don't have his/her phone number, please call **952-883-5589** or toll-free at **888-638-6648**. This newsletter is available online at healthpartners.com/fastfacts.

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