

# Steps for locating a remittance advice online (for both professional and facility claims)

There are two ways to locate a remittance advice (voucher) for a Blue Cross Blue Shield of Michigan or Blue Care Network claim. Each begins with logging in to Provider Secured Services. Here's how to log in:

1. Go to **bcbsm.com/providers** and click the LOGIN tab.
2. Make sure you're logging in as a "Provider," then enter your user name and password and click *LOGIN*.

## Finding a remittance advice by check/EFT number or for a specific check date/span of time

1. Click *View Electronic Vouchers* on the Provider Secured Services home page.
2. Enter the billing NPI and click *Submit*.
3. Select one of the following ways to search:
  - a. To find all remittance advice statements for a specific check number or EFT trace number:
    - i. Enter the check number or EFT trace number.
    - ii. Click *Search*.
  - b. To find all remittance advice statements for a specific check date or for a span of time:
    - i. Select the appropriate PIN, if there is more than one number showing.
    - ii. Enter the "From" and "To" dates for a span of time as short as one day (for a specific check date) or as long as one year (for a larger time span) OR select *Last Week*, *Last 4 Weeks* or *Last 12 Weeks*.
    - iii. Click the appropriate search option: *Search BCBSM*, *Search BCN*, *Search MA* or *Search All*.
4. Click the remittance advice statement you want to review from among those shown in the search results.

**For in-state providers only:** The system will allow retrieval of vouchers as far back as three years. However, facility vouchers weren't entered into the system until July 15, 2012, so facility vouchers can be retrieved only as far back as that date.

## Finding a remittance advice for a specific member (for in-state providers only)

1. Click *web-DENIS* on the Provider Secured Services home page.
2. For facility claims:
  - a. Click *Facility Claims*.
  - b. Click either *Facility Claims Tracking* (for BCBSM claims) or *BCN Facility Claims Tracking* (for BCN claims).
3. For professional claims:
  - a. Click *Professional Claims*.
  - b. Click *Professional Claims Tracking*.
  - c. Click either *BCBSM* or *BCN*.
4. Enter the required information about the member.
5. Click *Search* (on the BCBSM screen) or *Enter* (on the BCN screen).
6. Click the specific claim you want to see from among those displayed in the search results for that member.

## Signing up for Provider Secured Services

If you don't already have access to Provider Secured Services, go to **bcbsm.com/providers** and click *Provider Secured Services*. Follow the instructions on the "How to sign up for Provider Secured Services" page that opens.

If you need assistance, contact your BCBSM / BCN provider consultant. For technical assistance, call the Blues' Web Support Help Desk at 1-877-258-3932. The Help Desk is open from 8 a.m. to 8 p.m., Monday through Friday.