Blue Cross Blue Shield Blue Care Network of Michigan

Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

Locating a voucher or remittance advice through our provider portal

For Blue Cross commercial, Medicare Plus Blue℠, BCN commercial and BCN Advantage℠

Revised May 2025

In this document

Vouchers and remittance advices are available through our provider portal.

- A **voucher** is available once a claim has paid. (Future-dated vouchers aren't available.)
- A **remittance advice** is an electronic statement in a HIPAA-standard format.

You may also see the following terms in our provider portal:

- EOB, for explanation of benefits
- EOP, for explanation of payment

Get access to remittance advice

Complete the following steps **once** for each combination of National Provider Identifier and tax ID number for which you'll access remittance advice. These steps provide an additional layer of security.

1. Log in to our provider portal (availity.com*).
2. Click *Claims and Payments* in the menu bar and then click *Remittance Viewer*.
3. Click the *Remittance Viewer* link.
4. Click the *Manage Access* button near the upper-right corner of the page.
5. Click the *Get Access* button on the right side of the page.
6. Complete the fields.
7. Click the *Continue* button.
8. Complete the fields in the Access Remits section and click *Submit*.

Locate a voucher or remittance advice

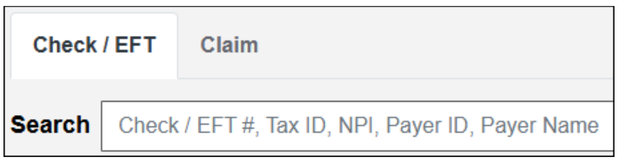
To locate a voucher or remittance advice for a Blue Cross Blue Shield of Michigan commercial, Medicare Plus Blue, Blue Care Network commercial or BCN Advantage claim, follow these steps:

1. Log in to our provider portal (availity.com*).
2. Click *Claims and Payments* in the menu bar and then click *Remittance Viewer*.

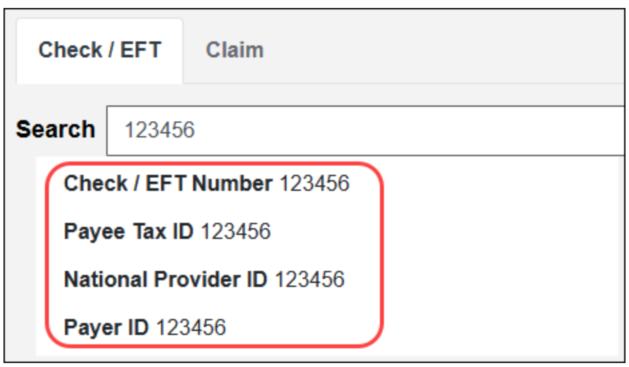
3. Click the *Remittance Viewer* link.
4. Click the appropriate link below for further instructions:
   - Search using the Check / EFT tab
   - Search using the Claim tab

Search using the Check / EFT tab

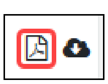
1. Enter a check/EFT number, tax ID number, NPI, payer ID or payer name in the Search field.



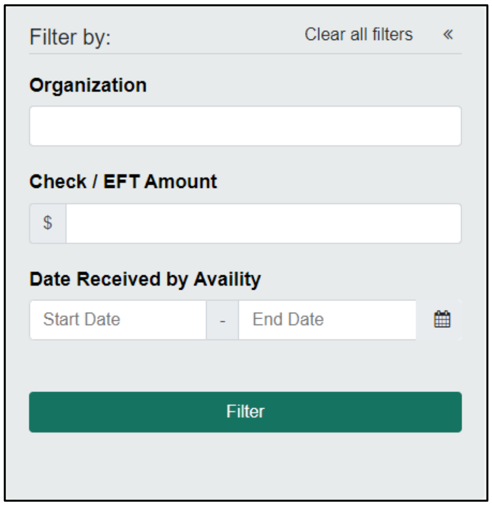
2. In the list that opens below the Search field, select the type of data you're searching for. (The following image is an example; the data types in the drop-down menu vary.)



3. Use the Check Dates drop-down calendars to specify a date range or use the default date range.
4. Click the *Search* button.
5. Do one of the following:
   - To view a remittance advice, click the check number.
   - To view a voucher, click the EOP/EOB icon in the Actions column on the right.

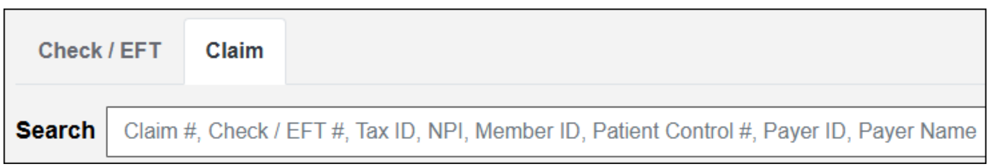


You can use the fields on the left side of the page to create additional filters.

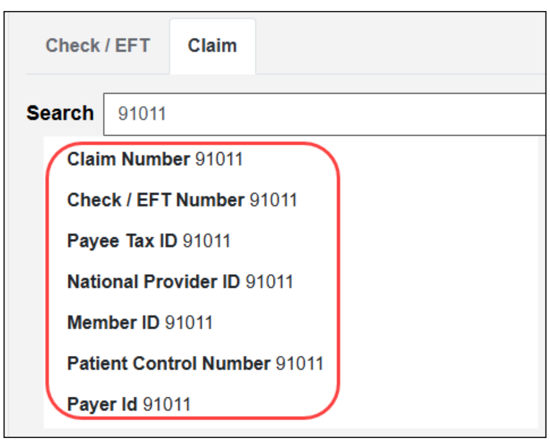


Search using the Claim tab

1. Enter a claim number, check number, EFT number, tax ID, NPI, member ID, patient control number, payer ID or payer name in the Search field.



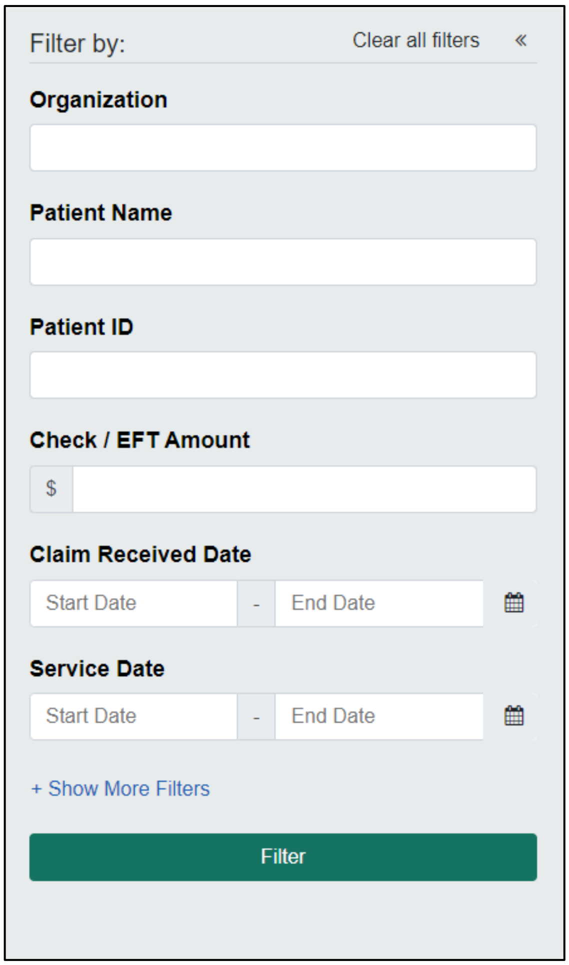
2. In the list that opens below the Search field, select the type of data you're searching for. (The following image is an example; the data types in the drop-down menu vary.)



3. Use the Check Dates drop-down calendars to specify a date range or use the default date range.
4. Click the *Search* button.

5. Do one of the following:
    - To view a remittance advice, click the claim number.
    - To view a voucher, click the EOP/EOB icon in the Actions column on the right.

You can use the fields on the left side of the page to create additional filters.



*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

Availity is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.