

FAQ: Provider Remittance Advice

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, remittance advice, 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 lefthand side of the home page.

- At the Claims/Remittance Advice page, you will see the Claims Status tab. Enter search parameters for the claim you want.
- When claim results appear, look for the column titled “View EOP.” Select the “View” link in this column to display the claim remittance advice.
- To find a check from the Remittance Advice tab, select that tab to change the view.
- Enter search parameters for the remittance advice you want to access, and select the appropriate check number link in the “View EOP” column, to display the advice for that claim.

A video tutorial on *How to pull Remittance Advice* is available at [Portal Tutorials](#).

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

A: There are many benefits to accessing your remittance advice 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 remittance advice for record-keeping
- Payments can be posted quicker as the availability of the remittance advice will coincide with electronic funds transfer

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

- To stop paper notices and receive electronic remittance advice: Please complete [Form 835](#) and fax it to the number listed on the bottom of the form.
- You can find instructions at the [Form 835 information guide](#).

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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 remittance advice on Monday?

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

A pdf version of the paper remittance advice is available in our Provider Portal, CareOregon Connect.