

# Remittance Advice Details (RAD) Application User Guide

Department of Health Care Services (DHCS)

CA-MMIS

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# Section 1: Overview

## Objectives

The purpose of the Remittance Advice Detail (RAD) User Guide is to provide approved users with step-by-step instructions to view and download a Medi-Cal Financial Summary and RADs in electronic format from the Medi-Cal Providers website.

## Introduction

The RAD is designed for line-by-line reconciliation of claim transactions. Reconciliation of the RAD to providers' records will help determine which claims are paid, denied or not yet adjudicated. Through the Medi-Cal Providers website, providers will be able to view and download current and historical RADs and Medi-Cal Financial Summary documents on the Medi-Cal Provider Portal.

**Important:** First-time RAD Web Portal users must have completed registration and affiliation in the Medi-Cal Provider Portal and have received a Medi-Cal provider number or National Provider Identifier (NPI) and Medi-Cal Provider Identification Number (PIN). Refer to the [Transaction Enrollment Requirements](#) page on the Medi-Cal Providers website for more information.

## Reporting Problems

Report problems to the Telephone Service Center (TSC) at 1-800-541-5555 (Monday through Friday: 8 a.m. through 5 p.m.).

Providers are encouraged to print the [TSC Main Menu Prompt Options](#) and keep it near their telephones for faster access to TSC resources.

1. Select a language option (English or Spanish)
2. Then Option 1 for provider
3. Then Option 4 for the Technical Help Desk

# Section 2: Performing Medi-Cal RAD Application Transactions

## Objectives

In this section, you will learn how to:

- Access the RAD application from the Medi-Cal Providers website.
- Download current and historic RAD/*Medi-Cal Financial Summary* documents.
- Understand error messages that may occur when attempting to access historic RADs.

## Access the RAD Application Via the Communication Center Tile

Type <https://provider-portal.apps.prd.cammis.medi-cal.ca.gov/login> in the address bar of your browser, and then press ENTER on your keyboard to open the Medi-Cal Provider Portal login page.

**Provider Portal Login**

Enter an email and password to login.

**Note:** Provider Portal is currently in early access and by invitation only.

Email Address

Password

[Forgot password?](#) **Log In**

If you have an invitation or you are provisioned by your organization, select Join Medi-Cal Provider Portal.

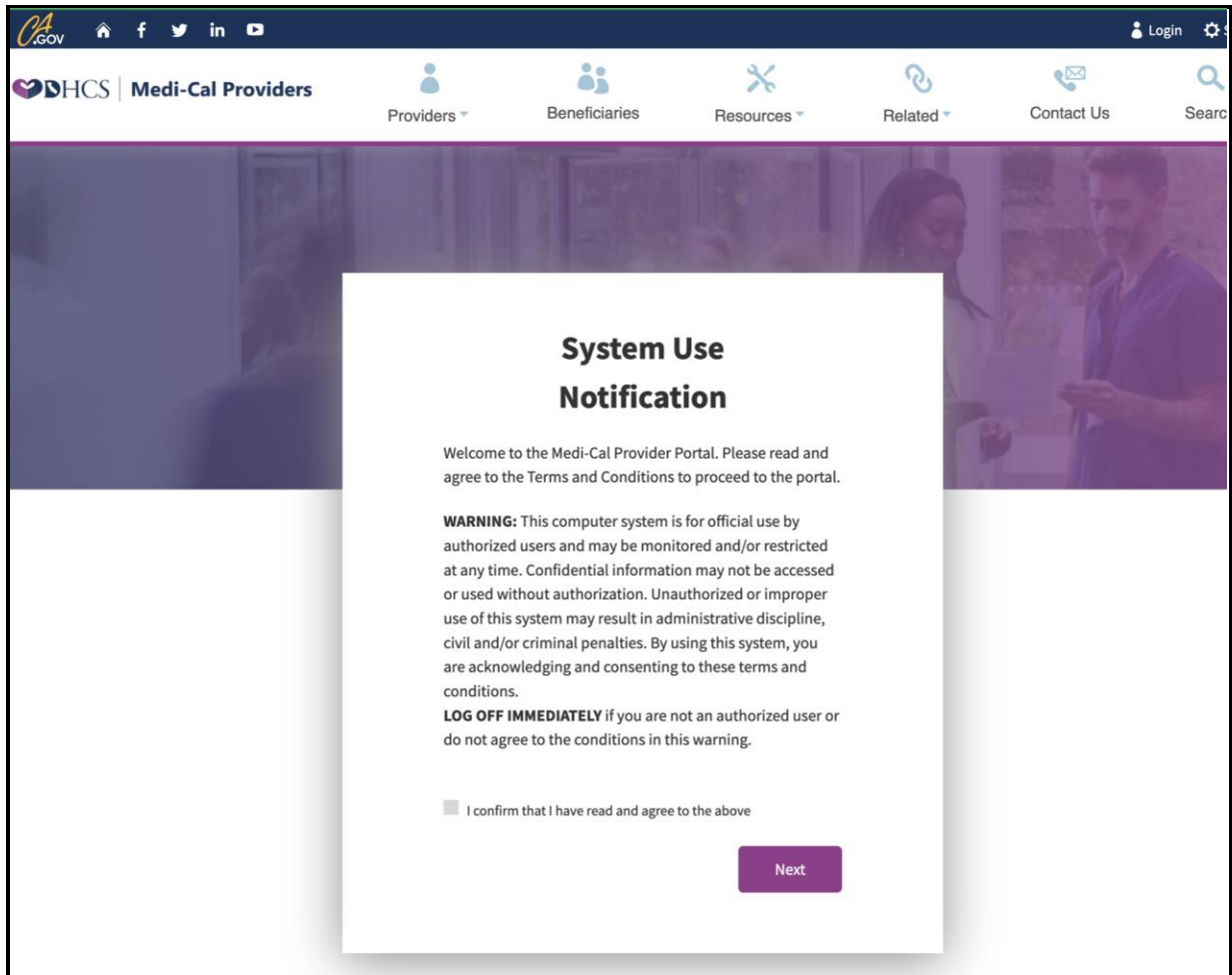
**Join Medi-Cal Provider Portal**

**Figure 1.1: Provider Portal Login.**

2. On the Login to Medi-Cal Provider Portal page, enter your user ID (email address) and password (Figure 1.1).
3. Click Login and if your credentials are entered correctly then you will be directed to the ULA page.

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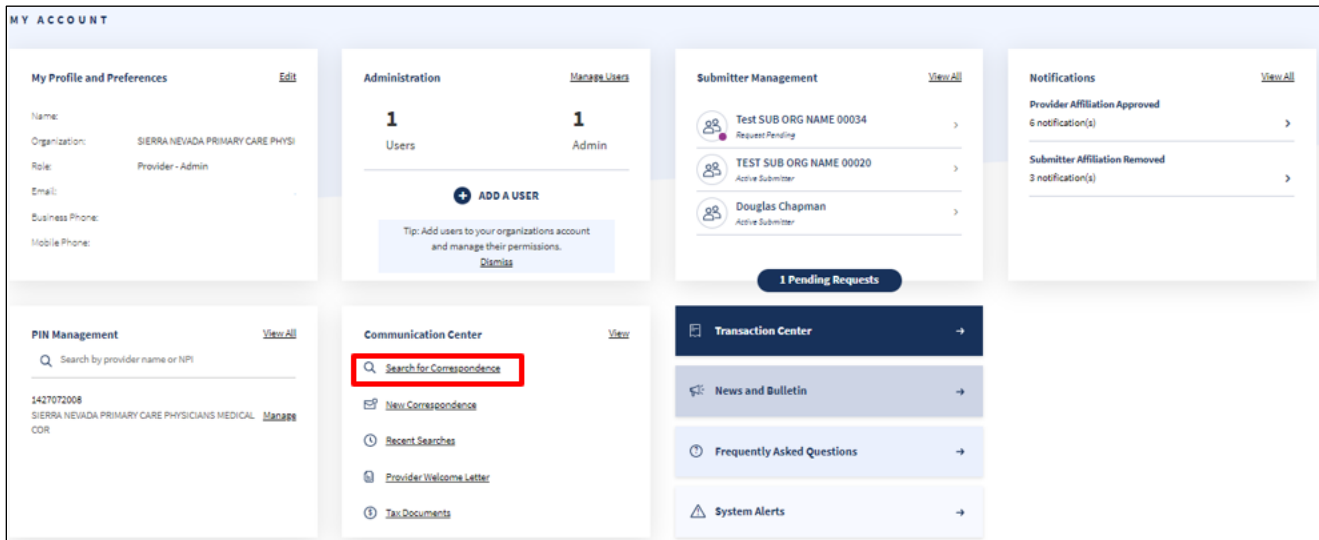


**Figure 1.2: System Use Notification.**

4. Click on the check box to confirm the terms and agreement on the System User Notification Page (Figure 1.2).

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**Figure 1.3: Provider Portal Admin Dashboard.**

5. After agreeing to the terms and conditions, you will be automatically re-directed to the Dashboard page which displays different tiles (Figure 1.3).
6. Click on the “Search for Correspondence” link under the “Communication Center” tile and you will be redirected to a One-Time Passcode page.



**One-Time Passcode**

A one-time passcode will be sent to your default phone number to verify that it's you.

Send to phone number ending in 7748 via:

SMS

Voice

[Cancel](#) **Submit**

Having trouble? [Use another phone number instead](#)

**Figure 1.4: One-Time Passcode screen (OTP).**

7. Select one of the options to receive a one-time passcode and click **Submit** (Figure 1.4).

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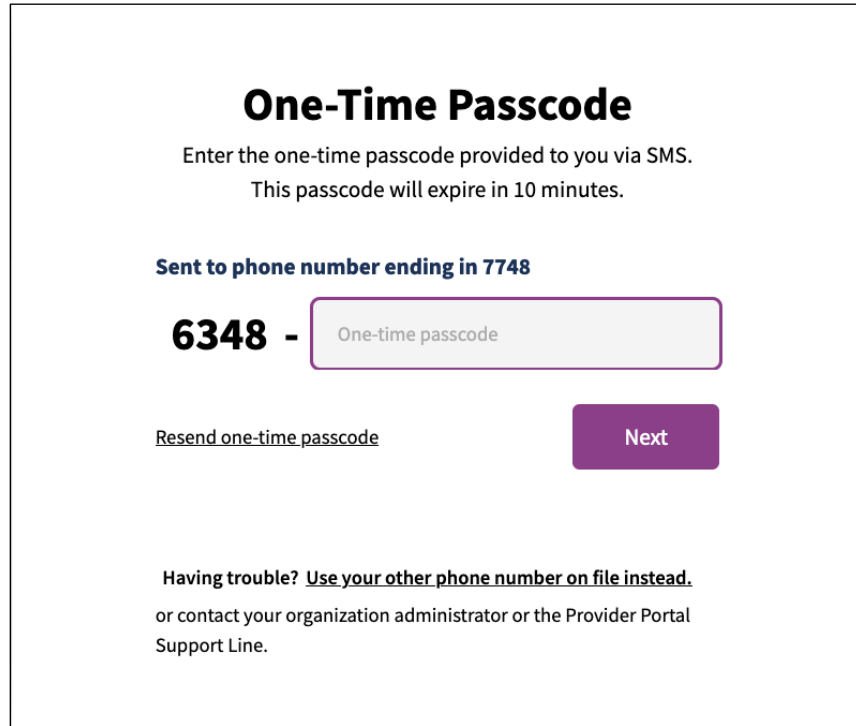


Figure 1.5: Enter OTP screen.

8. Enter the passcode and click **Next**.

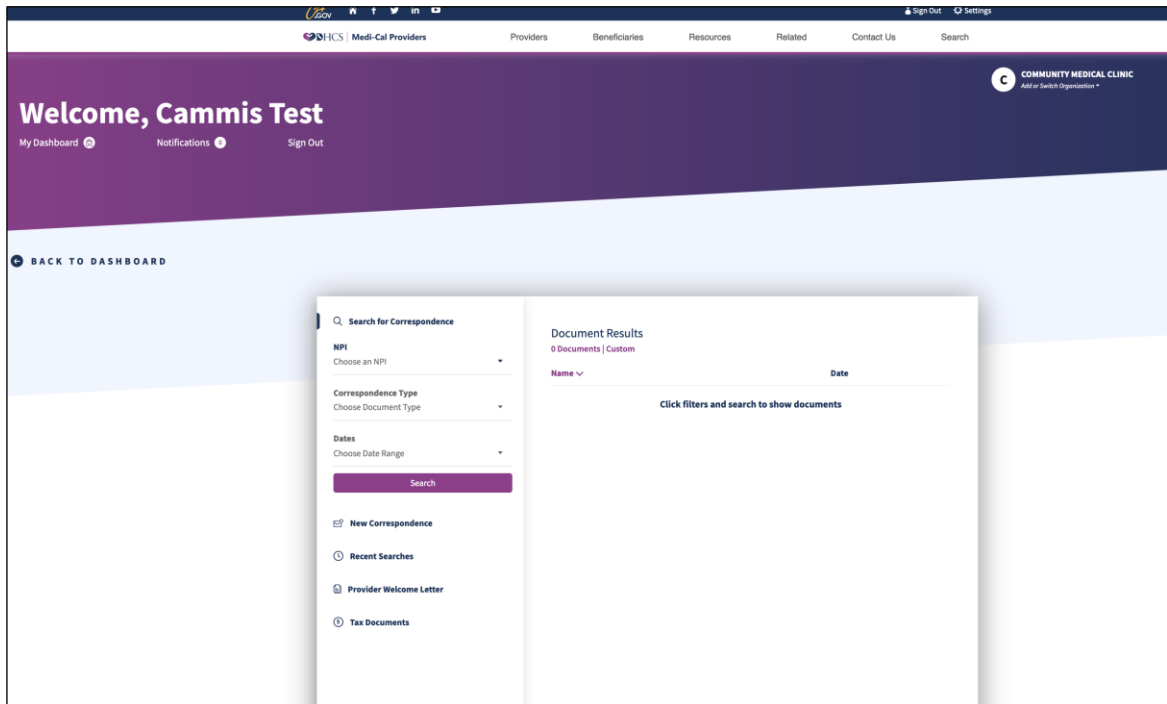


Figure 1.6: The Search for Correspondence page.

9. The “Search for Correspondence” page will be displayed (Figure 1.6).

# Download RADs

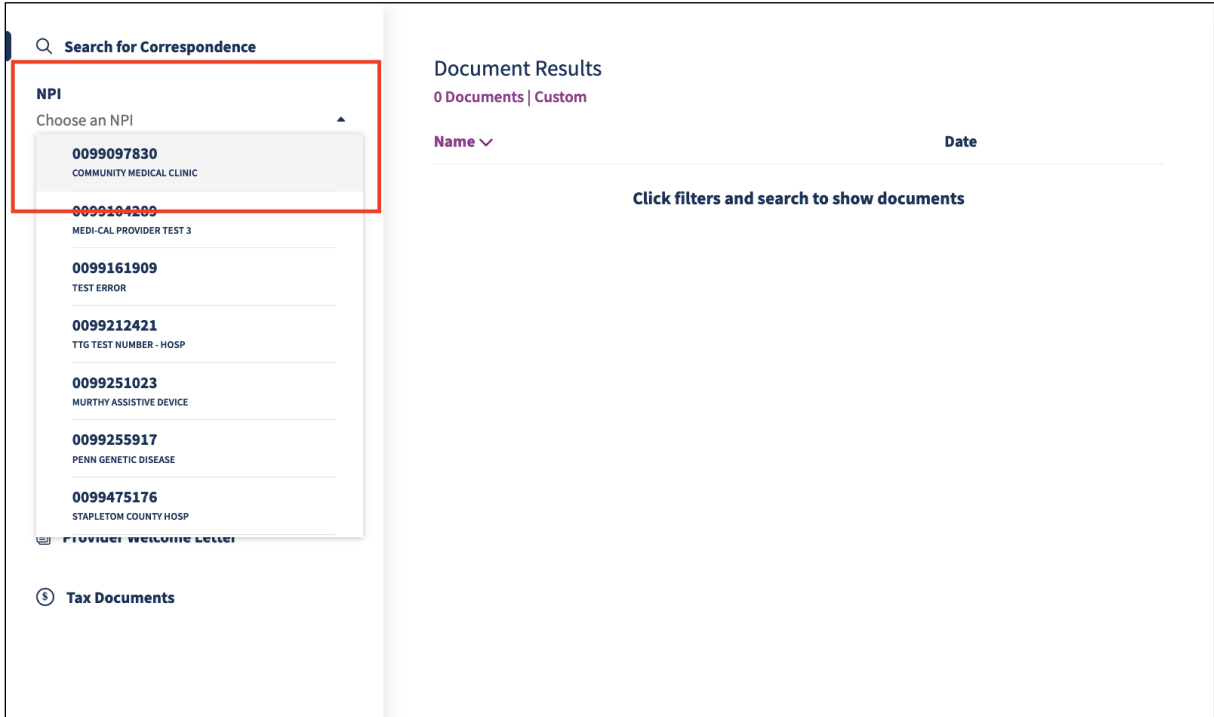


Figure 1.7: NPI selection on the Search for Correspondence page.

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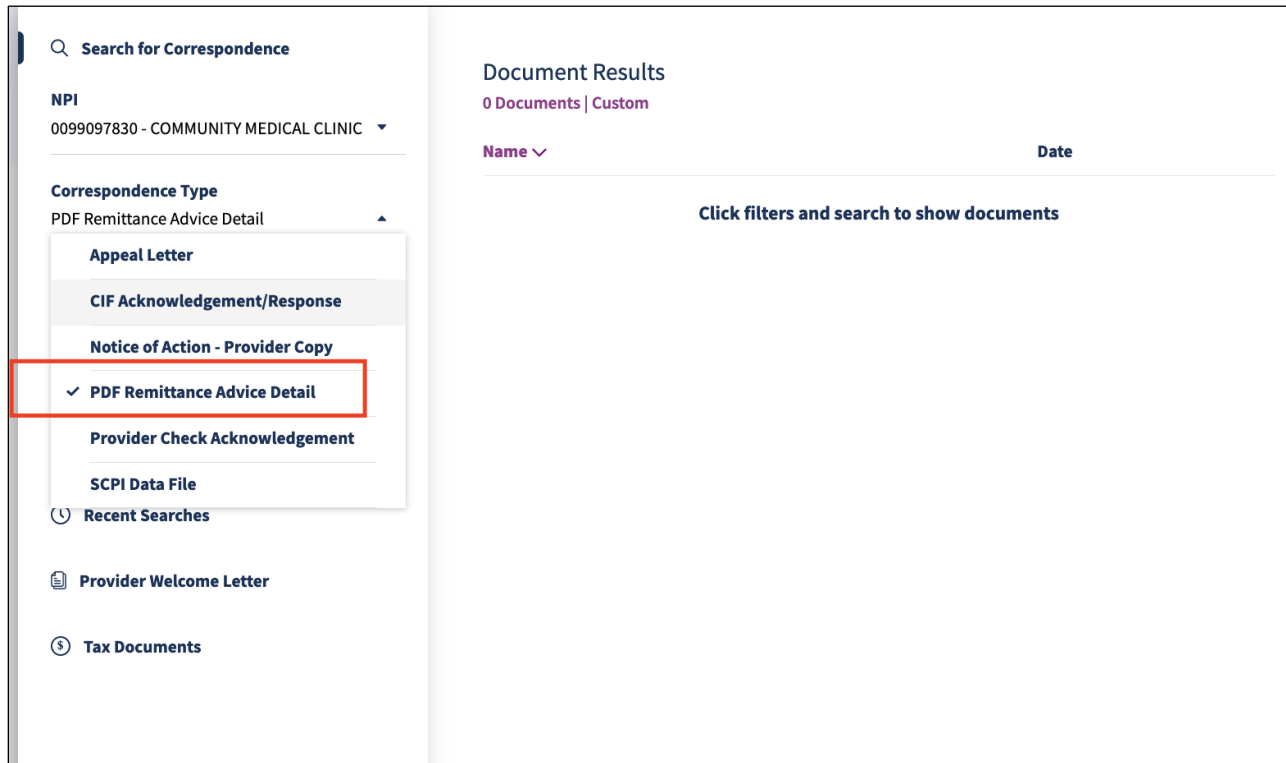
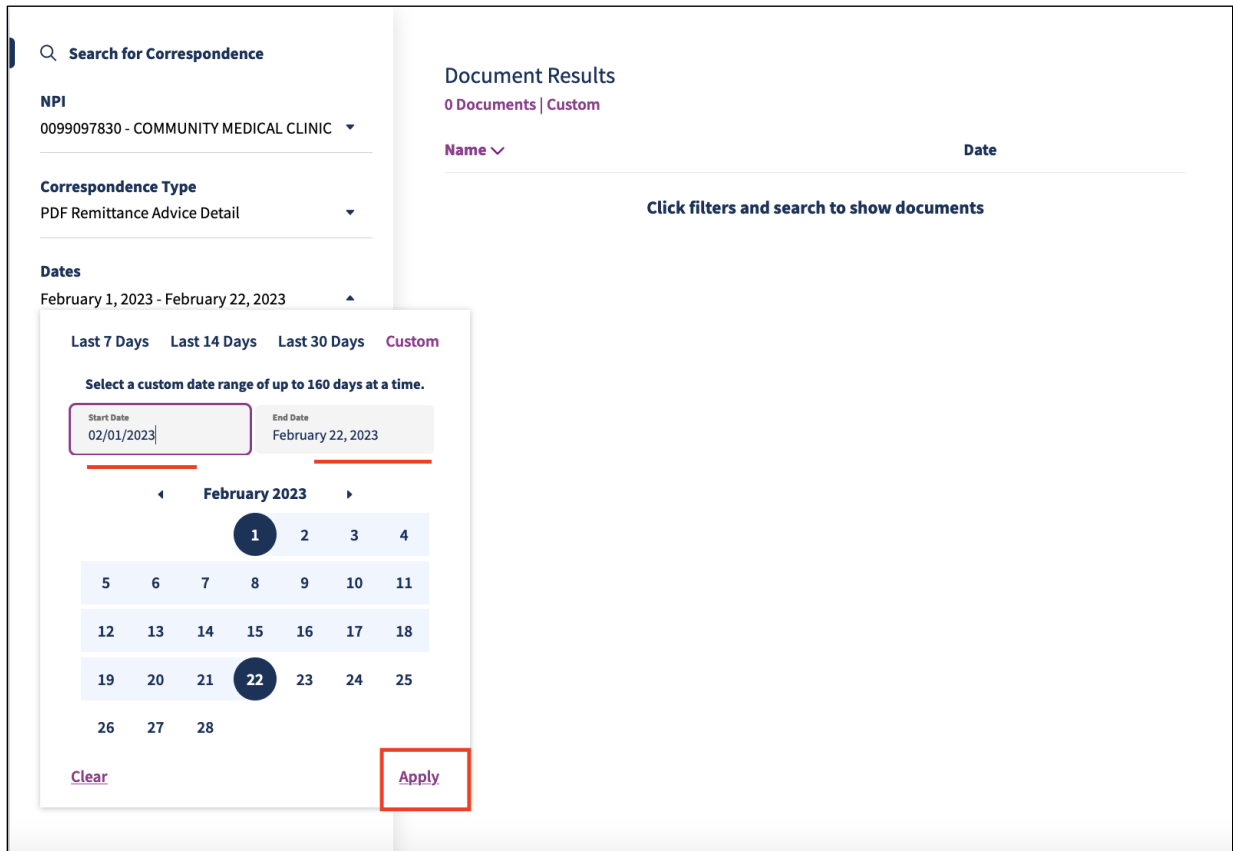


Figure 1.8: PDF RAD selection on the Search for Correspondence page.

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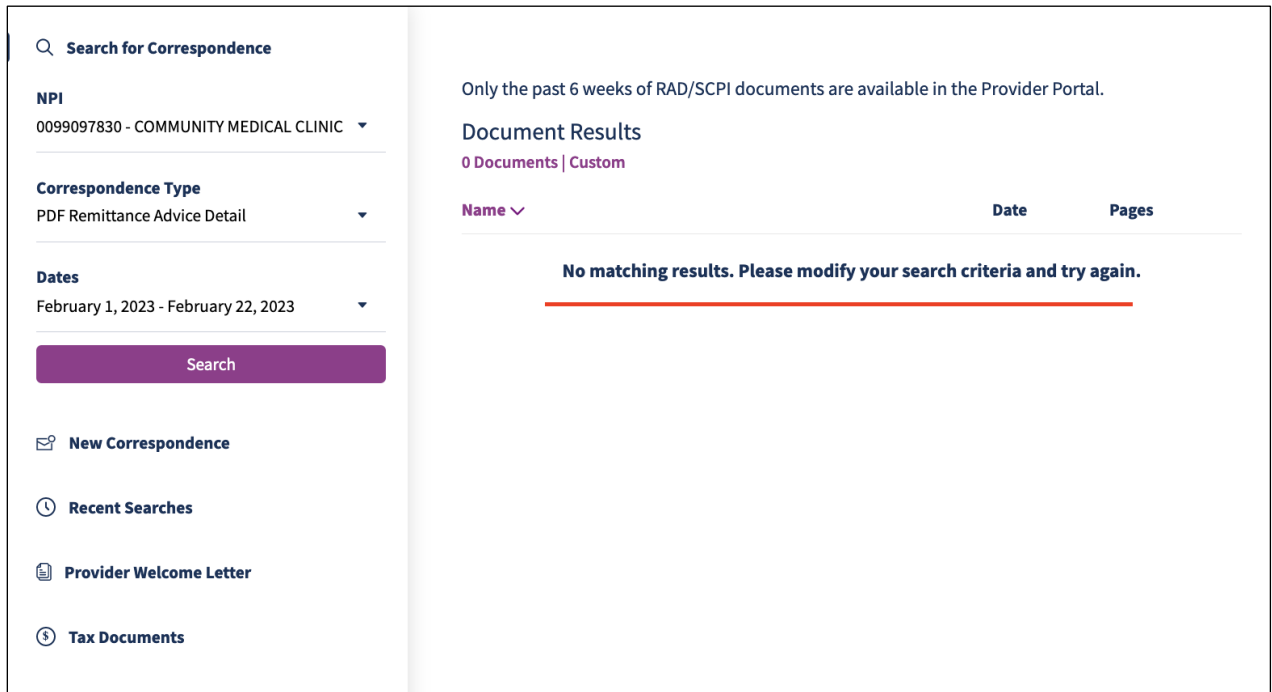


**Figure 1.9: Date range on the Search for Correspondence page.**

10. Select the **NPI**, choose “PDF Remittance Advice Details” as the **Correspondence Type** and select the date range for which the RAD needs to be downloaded (Figure 1.7, 1.8 and 1.9). Then click **Search**.

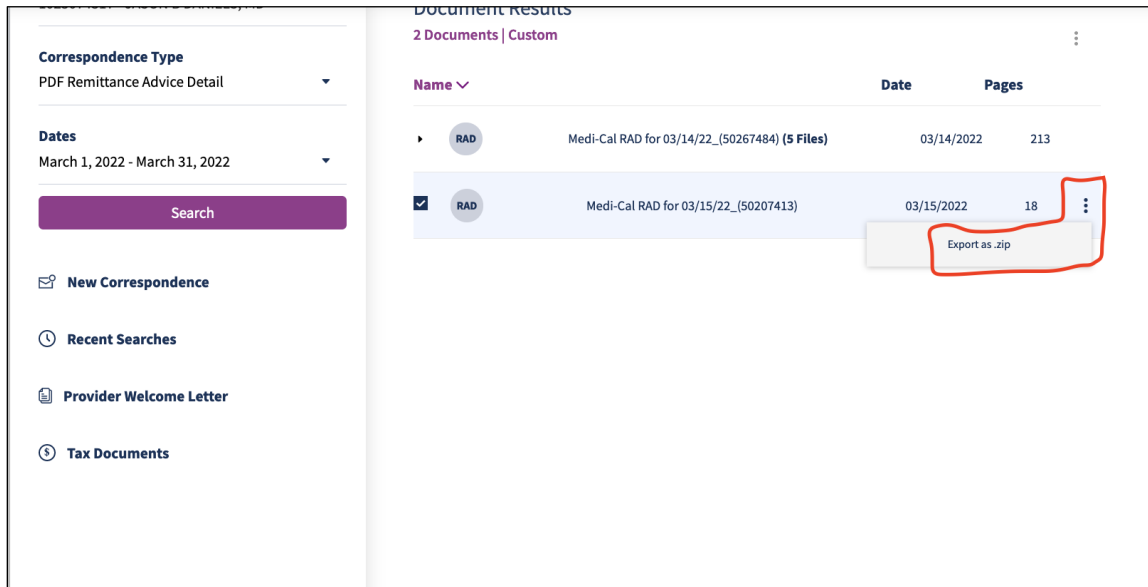
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**Figure 1.10: No matching results after searched correspondence.**

11. If no RAD is found, the message shown in Figure 1.10 will be displayed.



**Figure 1.11: Export zip download option for the RAD.**

12. If RADs are found, a list of all RADs will be displayed. These can be downloaded as PDFs after clicking the hamburger icon and choosing the "Export as .zip" option (Figure 1.11).

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Sorry, this file is too large to download. Please access this PDF RAD through the transaction services site.

Only the past 6 weeks of RAD/SCPI documents are available in the Provider Portal.

### Document Results

2 Documents | Custom ⋮

Name <span style="font-size: 0.8em;">▼</span>	Date	Pages
<span style="font-size: 0.8em;">▼</span> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px 5px;">RAD</span> Medi-Cal RAD for 03/14/22_(50267484) (5 Files)	03/14/2022	213
<input checked="" type="checkbox"/> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px 5px;">RAD</span> Medi-Cal RAD for 03/14/22_(50267484) (File 1/5)	03/14/2022	50 <span style="float: right;">⋮</span>
<input type="checkbox"/> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px 5px;">RAD</span> Medi-Cal RAD for 03/14/22_(50267484) (File 2/5)	03/14/2022	50 <span style="float: right;">⋮</span>
<input type="checkbox"/> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px 5px;">RAD</span> Medi-Cal RAD for 03/14/22_(50267484) (File 3/5)	03/14/2022	50 <span style="float: right;">⋮</span>
<input type="checkbox"/> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px 5px;">RAD</span> Medi-Cal RAD for 03/14/22_(50267484) (File 4/5)	03/14/2022	50 <span style="float: right;">⋮</span>
<input type="checkbox"/> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px 5px;">RAD</span> Medi-Cal RAD for 03/14/22_(50267484) (File 5/5)	03/14/2022	13 <span style="float: right;">⋮</span>
<input checked="" type="checkbox"/> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px 5px;">RAD</span> Medi-Cal RAD for 03/15/22_(50207413)	03/15/2022	18 <span style="float: right;">⋮</span>

**Figure 1.12: Listed RAD results.**

13. For PDFs that exceed 50 pages, the PDF will be broken into multiple zipped files of up to 50 pages each. For instance, if the provider has 213 pages of RADs, five zipped files will be provided: four with 50 pages and another with 13 pages. Also, the Medi-Cal Financial Summary will be present in the first zip only (Figure 1.12).

**Important:** After you log on, you will be timed out if you are idle on any screen for longer than 30 minutes. Any information you have entered will not be saved. If you are timed out, you must log on again and repeat the previous steps.

# Download Multiple RADs

Only the past 6 weeks of RAD/SCPI documents are available in the Provider Portal.

### Document Results

2 Documents | Custom

Name ▾

⋮  
Export as .zip

<input type="checkbox"/>	RAD	Medi-Cal RAD for 03/14/22_(50267484) (5 Files)	03/14/2022	213	
<input type="checkbox"/>	RAD	Medi-Cal RAD for 03/14/22_(50267484) (File 1/5)	03/14/2022	50	⋮
<input type="checkbox"/>	RAD	Medi-Cal RAD for 03/14/22_(50267484) (File 2/5)	03/14/2022	50	⋮
<input type="checkbox"/>	RAD	Medi-Cal RAD for 03/14/22_(50267484) (File 3/5)	03/14/2022	50	⋮
<input type="checkbox"/>	RAD	Medi-Cal RAD for 03/14/22_(50267484) (File 4/5)	03/14/2022	50	⋮
<input checked="" type="checkbox"/>	RAD	Medi-Cal RAD for 03/14/22_(50267484) (File 5/5)	03/14/2022	13	⋮
<input checked="" type="checkbox"/>	RAD	Medi-Cal RAD for 03/15/22_(50207413)	03/15/2022	18	⋮

**Figure 1.13: Export as Zip page.**

14. Multiple RADs (up to five) can be downloaded at once by clicking on the kebab menu at the top right as shown in Figure 1.13.

**Note:** The sum total of pages cannot be 50; otherwise, an error message will be displayed.



# Typical Error Messages

## Remittance Advice Details (RAD) Code Reposition

The [RAD Repository](#) lists RAD codes and messages that may be used in reconciling accounts. The RAD codes appear on the Medi-Cal RAD for claims that are approved, denied, suspended, or adjusted, as well as for accounts receivable and payable transactions.

The following are examples of error messages that may occur when requesting historical RADs and the associated reasons/scenarios that may have been the cause:

**Error:** There was an issue processing download request. Please contact system administrator.

**Reason:** This error message will display when the provider cannot download an available RAD due to technical issues.

# Frequently Asked Questions

## **1. What is the RAD and *Medi-Cal Financial Summary*?**

The RAD is used by providers to reconcile their records with claims that have been paid, denied or suspended. The *Medi-Cal Financial Summary* includes a State-issued Negotiable Warrant, a Direct Deposit Advice or a No Payment Advice.

## **2. How do I sign up to receive RADs?**

You can access your RADs by visiting the Medi-Cal Providers website and logging in to the [Medi-Cal Provider Portal](#).

## **3. Can I use the printed versions of the online RADs for my CIFs and Appeals?**

Yes.

## **4. Does the RAD contain the Payment number?**

No, the RAD does not contain the Payment number.

# Change Summary

Version Number	Date	Description	Notes/Comments
1.0	10/27/2021	Standardize user guide formatting	None
1.1	7/1/2022	Associated with SDN 20040	Screenshots and instructions altered to match updated Medi-Cal Transaction Services look and feel.
1.2	4/13/2023	Associated with SDN 20015B	Screenshots and instructions altered to match the new Medi-Cal Provider Portal functions.
1.3	7/21/2023	Decommissioning of paper RADs associated with SDN 22043	None
1.4	11/20/2024	SDN 23036	Updated DHCS logo