

Department of Health Care Services (DHCS) CA-MMIS V 1.4 November 2024

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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 <u>Transaction Enrollment Requirements</u> 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 <u>TSC Main Menu Prompt Options</u> 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 <u>https://provider-portal.apps.prd.cammis.medi-cal.ca.gov/login</u> in the address bar of your browser, and then press ENTER on your keyboard to open the Medi-Cal Provider Portal login page.

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Enter an email and	d password to login.
Note: Provider in early access and	Portal is currently by invitation only.
Email Address	
Password	
Forgot password?	Log In
If you have an invitation or organization, select Join	you are provisioned by your 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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MY ACCOUNT			
My Profile and Preferences Edit	Administration Manage Users	Submitter Management	View All Notifications View All Provider Affiliation Approved
Name Organization: SIERRA NEVADA PRIMARY CARE PHYSI Role: Provider - Admin Email:	1 1 Users Admin	Test SUB ORG NAME 00034 Report Pending	Submitter Affiliation Removed Snotlication(a)
Business Phone: Mabile Phone:	Tip: Add users to your organizations account and manage their permissions. <u>Diamisa</u>	Bougas Chapman Active Subminer I Pending Requests	,
PIN Management <u>View All</u>	Communication Center View	🖺 Transaction Center	÷
Q. Search by provider name or NPI 1427072008 SIERRA NEVADA PRIMARY CARE PHYSICIANS MEDICAL Manaes	Search for Correspondence New Correspondence	्रीं News and Bulletin	→
COR	Becent Searches Provider Welcome Letter	③ Frequently Asked Questions	→
	(i) Tax Documents	▲ System Alerts	•

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.

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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							
	<u>Cancel</u> 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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Enter the one-time passcode p This passcode will expin	rovided to you via SMS. re in 10 minutes.
Sent to phone number ending in	1 7748
6348 - One-time passo	ode
Resend one-time passcode	Next
Having trouble? <u>Use your other pho</u>	ne number on file instead. rator or the Provider Portal
or contact your organization administ Support Line.	rator or the Provider Portal

Figure 1.5: Enter OTP screen.

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

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	C/‰ov ñ t y in ⊡					۵s	ign Out 🛛 🗘 Settir	sêz
	States Medi-Cal Providers	Providers	Beneficiaries	Resources	Related	Contact Us	Search	
Welcome, Cammis Te	st							COMMUNITY NEDICAL CLINIC Aff or Sanith Organization •
BACK TO DASHBOARD								
	Q. Search for Correspondence NPI Choose an NPI	Doc 0 Dor • Nam	cument Results cuments Custom		,	Date		
	Correspondence Type Choose Document Type Dates Choose Date Range Search	×		Click filters and searcl	h to show documer	its		
	 New Correspondence Recent Searches 							
	Provider Welcome Letter Tax Documents							

Figure 1.6: The Search for Correspondence page.

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

Download RADs

IPI	0 Documents Custom	
hoose an NPI	·	
0099097830 COMMUNITY MEDICAL CLINIC	Name 🗸	Date
0000104200 MEDI-CAL PROVIDER TEST 3	Click fil	ters and search to show documents
0099161909 TEST ERROR		
0099212421 TTG TEST NUMBER - HOSP		
0099251023 MURTHY ASSISTIVE DEVICE		
0099255917 Penn genetic disease		
0099475176 STAPLETOM COUNTY HOSP		
B FIOVILEI WELLOINE LELLEI		
Tax Documents		

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

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0099097830 - COMMUNITY MEDICAL CLINIC Name Name Date	
Correspondence Type	
PDF Remittance Advice Detail	
Appeal Letter	
CIF Acknowledgement/Response	
Notice of Action - Provider Copy	
✓ PDF Remittance Advice Detail	
Provider Check Acknowledgement	
SCPI Data File	
(U) Recent Searches	
Provider Welcome Letter	
③ Tax Documents	

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

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NPI 0099097830 - COMMUNITY MEDICAL CLINIC 🔻					. •		Document Results 0 Documents Custom			
orrespondence Type DF Remittance Advice Detail					•		Name V Date Click filters and search to show documents			
ates bruary 1,	2023 - Fe	bruary	22, 202	3						
Last 7	Days L	ast 14 [n date ra	ays) ays	Last 30	Days days at	Custor				
Start D. 02/02	^{ate} 1/2023		F	nd Date ebruary	22, 2023	\$				
	٩	Feb	ruary 2	2 023 2	•	4				
5	6	7	8	9	10	11				
12	13	14	15	16	17	18				
19	20	21	22	23	24	25				
26	27	28								
						Appl				



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.

	D	ocument R	esuits		
Correspondence Type	2 [Documents Cu	Istom		:
PDF Remittance Advice Detail	▼ Na	ime 🗸		Date	Pages
Dates March 1, 2022 - March 31, 2022	•	RAD	Medi-Cal RAD for 03/14/22_(50267484) (5 Files)	03/14/20	22 213
Search		RAD	Medi-Cal RAD for 03/15/22_(50207413)	03/15/2022	18
ත් New Correspondence				Expo	ht as .zip
() Recent Searches					
Provider Welcome Letter					
S Tax Documents					

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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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

		Export as .zip		
	Medi-Cal RAD for 03/14/22_(50267484) (5 Files)	03/14/2022	213	
RAD	Medi-Cal RAD for 03/14/22_(50267484) (File 1/5)	03/14/2022	50	0 0 0
RAD	Medi-Cal RAD for 03/14/22_(50267484) (File 2/5)	03/14/2022	50	0 0 0
RAD	Medi-Cal RAD for 03/14/22_(50267484) (File 3/5)	03/14/2022	50	0 0 0
RAD	Medi-Cal RAD for 03/14/22_(50267484) (File 4/5)	03/14/2022	50	0 0 0
RAD	Medi-Cal RAD for 03/14/22_(50267484) (File 5/5)	03/14/2022	13	0 0 0
	Medi-Cal RAD for 03/15/22_(50207413)	03/15/2022	18	0 0
	RAD RAD RAD RAD	Medi-Cal RAD for 03/14/22_(50267484) (5 Files) RAD Medi-Cal RAD for 03/14/22_(50267484) (File 1/5) RAD Medi-Cal RAD for 03/14/22_(50267484) (File 2/5) RAD Medi-Cal RAD for 03/14/22_(50267484) (File 3/5) RAD Medi-Cal RAD for 03/14/22_(50267484) (File 3/5) RAD Medi-Cal RAD for 03/14/22_(50267484) (File 3/5) RAD Medi-Cal RAD for 03/14/22_(50267484) (File 5/5) RAD Medi-Cal RAD for 03/14/22_(50267484) (File 5/5) Medi-Cal RAD for 03/14/22_(50267484) (File 5/5) Medi-Cal RAD for 03/15/22_(50207413)	Export as .zip Medi-Cal RAD for 03/14/22_(50267484) (5 Files) 03/14/2022 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 1/5) 03/14/2022 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 2/5) 03/14/2022 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 3/5) 03/14/2022 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 3/5) 03/14/2022 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 3/5) 03/14/2022 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 5/5) 03/14/2022 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 5/5) 03/14/2022 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 5/5) 03/14/2022	Export as .zip Medi-Cal RAD for 03/14/22_(50267484) (5 Files) 03/14/2022 213 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 1/5) 03/14/2022 50 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 2/5) 03/14/2022 50 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 3/5) 03/14/2022 50 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 3/5) 03/14/2022 50 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 3/5) 03/14/2022 50 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 3/5) 03/14/2022 50 RAD Medi-Cal RAD for 03/14/22_(50267484) (File 5/5) 03/14/2022 13 Medi-Cal RAD for 03/14/22_(50267483) 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 <u>RAD Repository</u> 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 <u>Medi-Cal Provider Portal</u>.

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