



How-To: Download & Import a Remittance Advice (RA) into Microsoft Word*

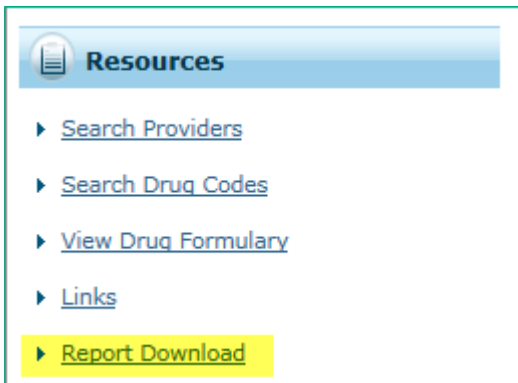
For those with the appropriate security role and permissions, you can access your RAs online through the secure Provider Portal. Follow the steps below to download an RA, import it into Word, and have it open as a .docx file.

**These instructions were written using Microsoft Word 2013 and Internet Explorer (IE) 11; your steps may differ if you are using other software or other versions of Microsoft and IE.*

1. From the Portal, log in to the secure site: <https://medicaid.dhss.delaware.gov/provider/>. The My Home page displays.
2. From the top-level navigation, click **Resources**.



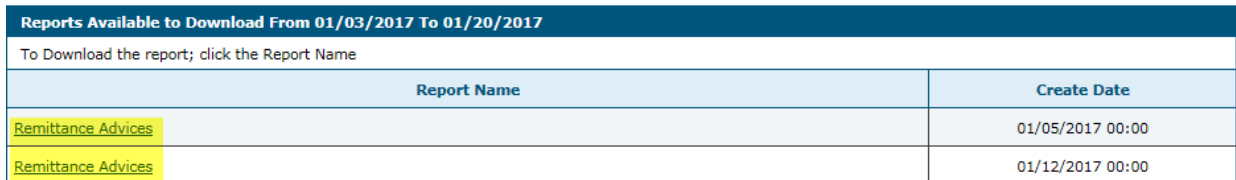
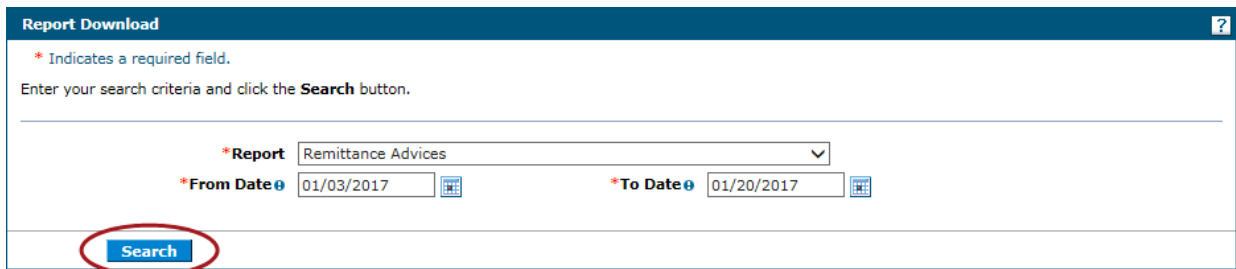
3. From the Resources menu, click **Report Download**.



Warning: Please follow your security guidelines for the storage and display of your downloaded financial information.

4. The Report Download panel opens. In the **Report** field, select **Remittance Advices** and use the calendar selector to choose the **From Date** and the **To Date** for the RA(s) you want to view.

5. Click **Search**. The results display beneath the panel. In this example, two (2) RAs fall within the date-range chosen.

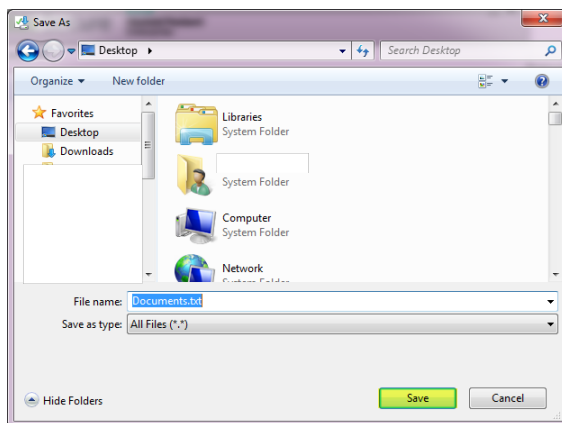


Report Name	Create Date
Remittance Advices	01/05/2017 00:00
Remittance Advices	01/12/2017 00:00

6. Review the **Create Date** to the right. For the file you want, click **Remittance Advices**; the file downloads with a file name of **Documents.txt**.
7. Depending on your browser, your download notification may differ. This example shows IE 11:

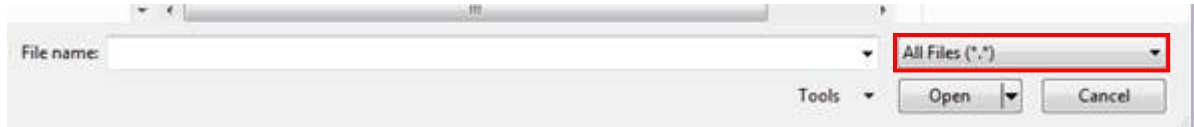


8. Click **Save** and then **Save as**; the **Save as** dialog box opens.
 - a. Navigate to a location on your computer or computer network and click **Save**.

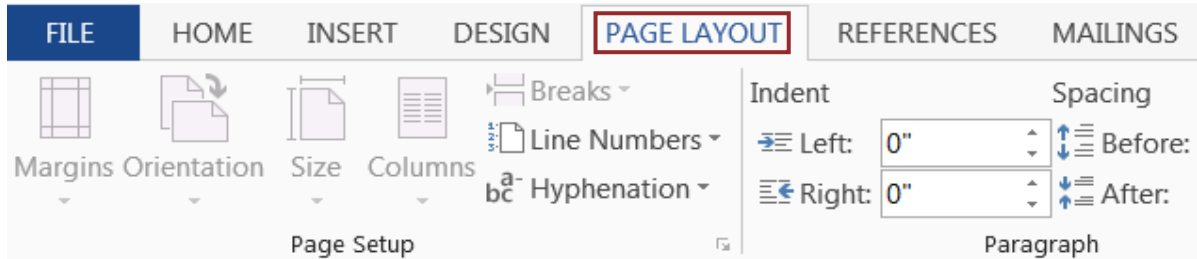


Tip: If you are downloading multiple files, you must rename the default file name **Documents** or save to different folders so you do not overwrite your files. If you rename, leave the **.txt**. (For example, 20170106_RA.txt.)

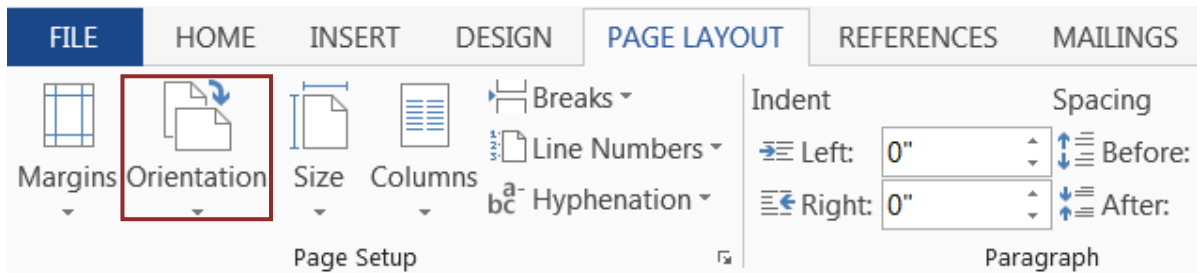
9. Open Microsoft Word. Select File/Open and locate the Saved file.
Tip: Make sure *All Files* is selected from the File Type dropdown.



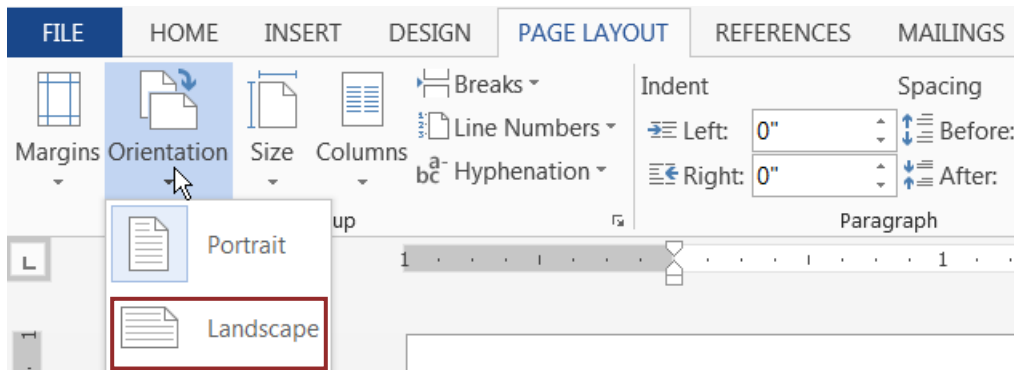
10. To make your file more legible and printer-friendly, follow these steps.
a. From the top-level Word menu, click **PAGE LAYOUT** tab and click the small arrow to the right.



- b. In the PAGE LAYOUT tab, click on **Orientation**.



- c. Select **Landscape**. Save your file to save these settings.



Need assistance? Please contact Provider Services at **1-800-999-3371**; Option **0**, then Option **2**: Option **1** to check Member Eligibility only and Option **2** for Providers to inquire on Claim Status.