



**DELAWARE HEALTH  
AND SOCIAL SERVICES**

DIVISION OF MEDICAID &  
MEDICAL ASSISTANCE

*Delaware Medical Assistance Program*



## **How to: Download & Import a Remittance Advice (RA) into Microsoft Word**

**Please Note:** This document contains fictitious information and does not contain protected health information (PHI) or personally identifiable information (PII) data.

**INTRODUCTION:** Users with the appropriate security role and permissions can access RAs online through the secure Provider Portal. This user guide provides the steps required to download an RA, import it into Word, and open as a .docx file.

### **Need Assistance?**

**Call Us:** Provider Relations at **1-800-999-3371**; Option **0**, then Option **4**.

**Message Us:** Secure Correspondence: Log in to the [Provider Portal](#).

**Email\* Us:** [delawarepret@gainwelltechnologies.com](mailto:delawarepret@gainwelltechnologies.com) – \*Reminder: Do not send any correspondence that has protected health information (PHI) to this mailbox.

### **Log-in Steps**

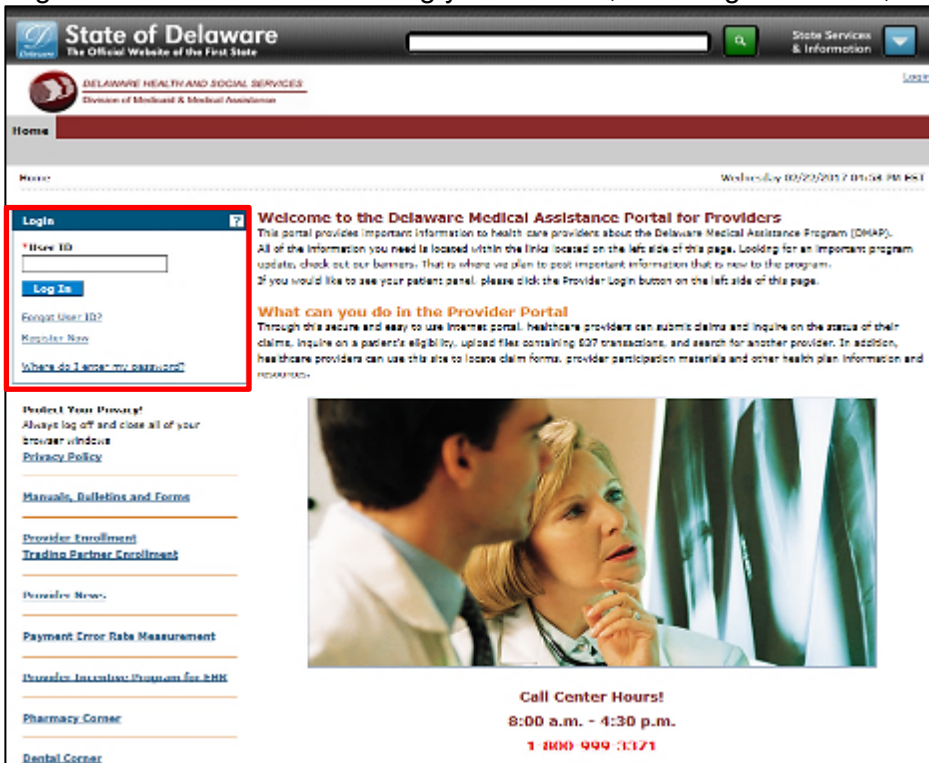
- 1.** Go to the Delaware Medical Assistance Portal: <https://medicaid.dhss.delaware.gov/>.

## Log-in Steps

2. Click [Click here](#) to enter the Provider Portal.

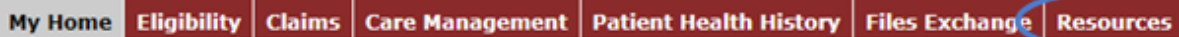


3. Log into the Provider Portal using your User ID, Challenge Question, and Password.



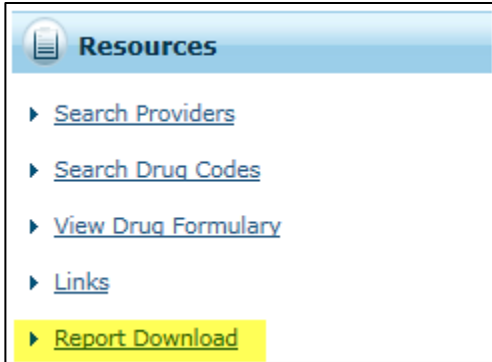
## Download and Import RA into Word

1. From the My Home page's top-level navigation, click **Resources**.



My Home **Eligibility** **Claims** **Care Management** **Patient Health History** **Files Exchange** **Resources**

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



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

3. When the **Report Download** panel opens, select **Remittance Advices** in the **Report** field, and use the calendar selector to choose the **From Date** and the **To Date** for the RA(s) you wish to view.



**Report Download**

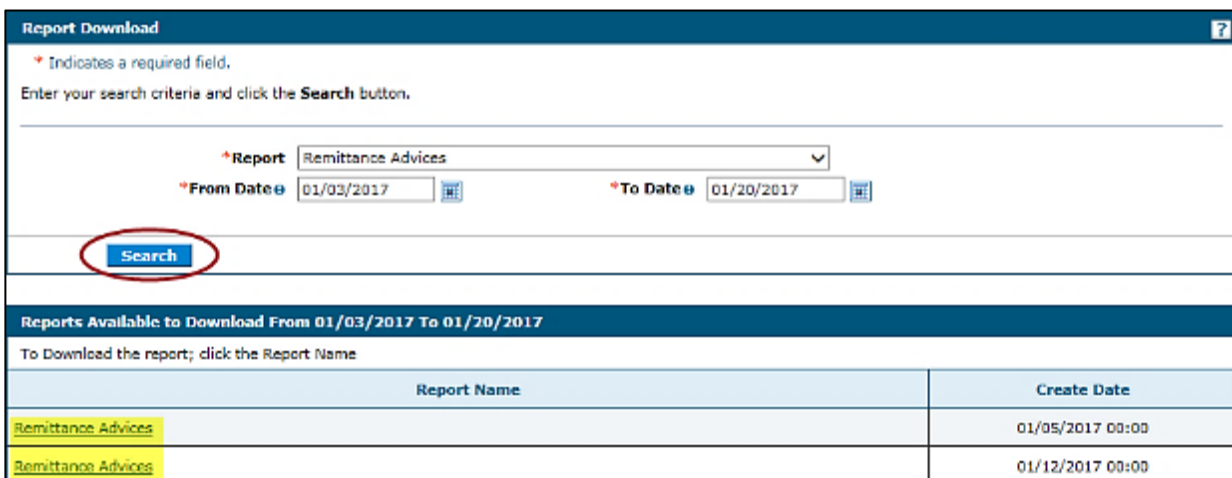
\* Indicates a required field.  
Enter your search criteria and click the **Search** button.

\*Report **Remittance Advices**

\*From Date  \*To Date

**Search**

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



**Report Download**

\* Indicates a required field.  
Enter your search criteria and click the **Search** button.

\*Report **Remittance Advices**

\*From Date  \*To Date

**Search**

**Reports Available to Download From 01/03/2017 To 01/20/2017**

To Download the report; click the Report Name

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

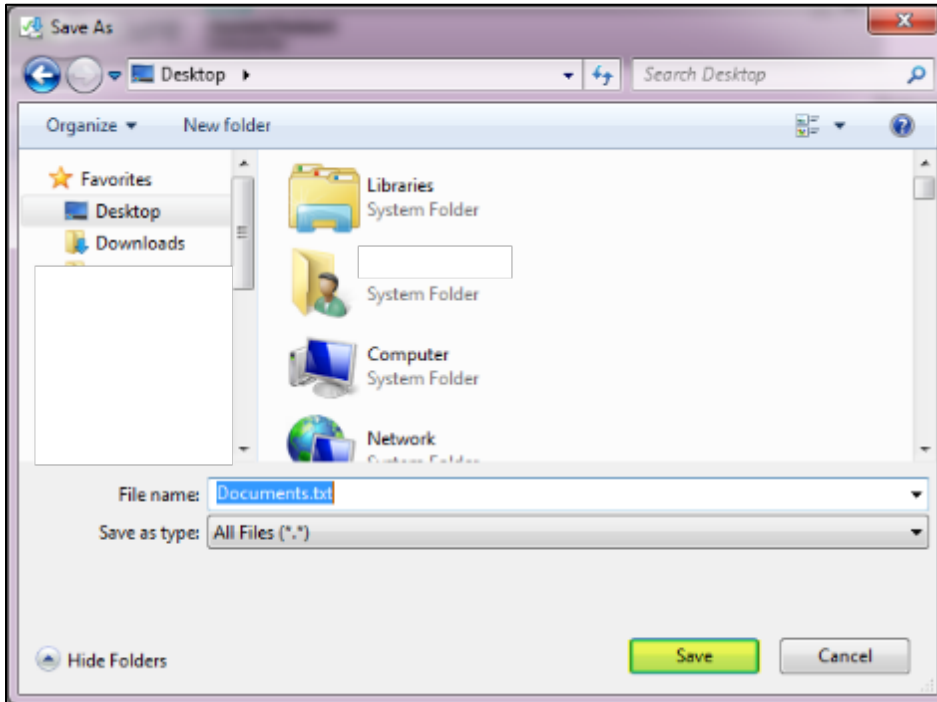
## Download and Import RA into Word

5. Review the Create Date to the right. Click **Remittance Advices** for the correct date; the file downloads with a file name of Documents.txt.

The notification may differ, depending on the web browser.

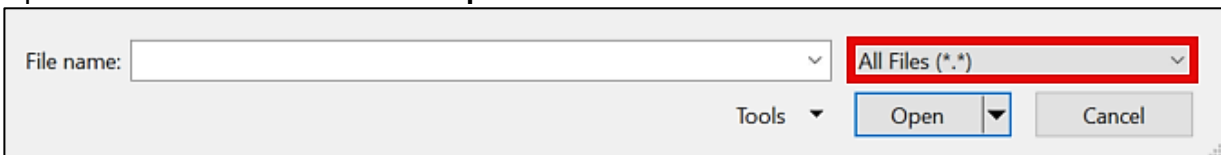


6. Click **Save** and then **Save as**. When the Save As dialog box opens, select the correct location on the computer or computer network and click **Save**.



**Tip:** To download multiple files, rename the default file name Documents or save to different folders to avoid overwriting the files. For renamed files, leave the .txt extension.  
(For example, 20170106\_RA.txt.)

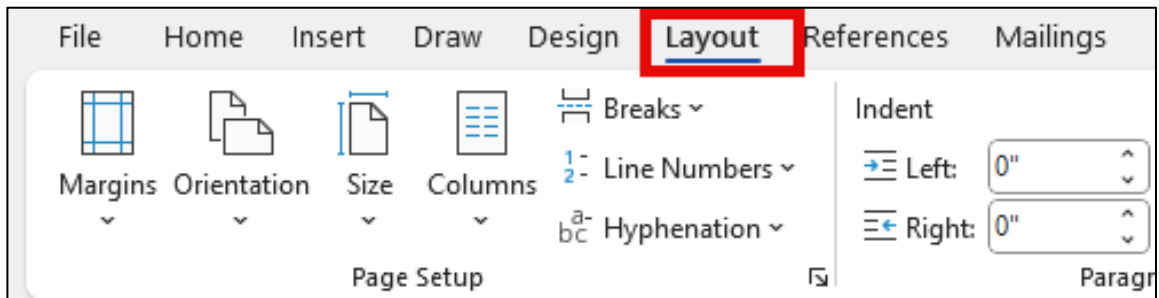
7. Open Microsoft Word. Select **File/Open** and locate the saved file.



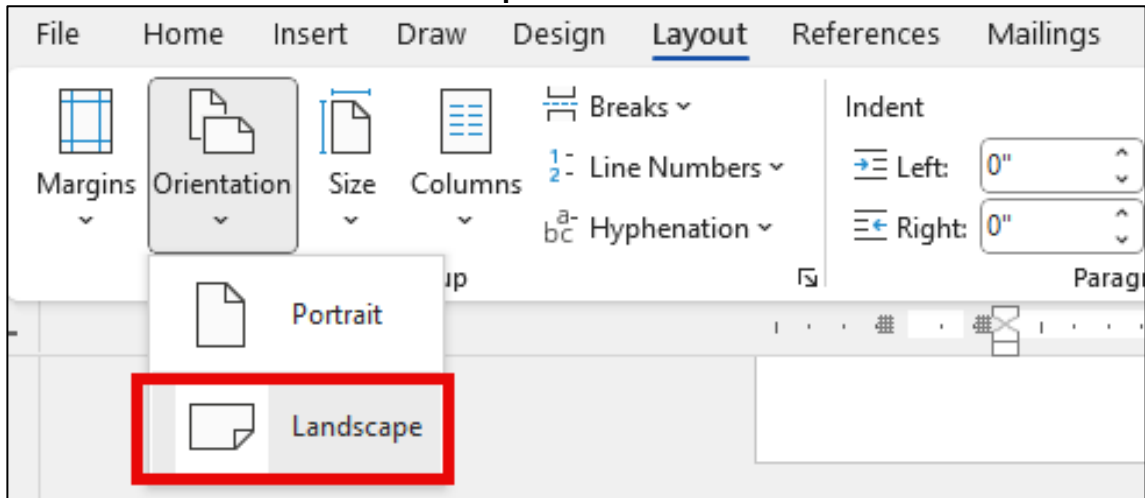
**Tip:** Make sure **All Files** is selected from the File Type dropdown.

## Download and Import RA into Word

8. In Word, click **Layout**.



Click **Orientation** and select **Landscape**.



### Need Assistance?

**Call Us:** Provider Relations at **1-800-999-3371**; Option **0**, then Option **4**.

**Message Us:** Secure Correspondence: Log in to the [Provider Portal](#).

**Email\* Us:** [delawarepret@gainwelltechnologies.com](mailto:delawarepret@gainwelltechnologies.com) – \*Reminder: Do not send any correspondence that has protected health information (PHI) to this mailbox.