

# Provider Portal Claims – Search for Explanation of Payments (EOP)

Quick Reference Guide (QRG)




This Quick Reference Guide (QRG) will provide an overview of how to search for an Explanation of Payments (EOP).



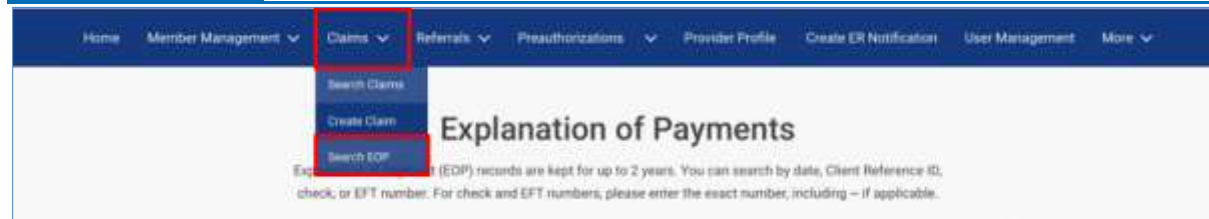
Let us look at the steps in detail for how to search for an Explanation of Payment (EOP).

**Purpose: To Search for an EOP.**

**1. Search for an EOP**

 **Step 1:**

1. From the **Provider Portal Home** screen, select the **Claims** tab.
2. Select **Search EOP**.





**Step 2:**

1. In the **Search By** field, select the desired option from the drop-down. For this example, we will use **Date of EOP Remittance**.  
**Note:** You can also search by Client Reference ID, Check Number, and/or EFT Number. You may search back as far as 2 years from the current date and search up to 90 days of claims at a time. You cannot search for a future date.

**Explanation of Payments**

Explanation of Payment (EOP) records are kept for up to 2 years. You can search by date, Client Reference ID, check, or EFT number. For check and EFT numbers, please enter the exact number, including – if applicable.

Search By \*

- Check Number
- EFT Number
- Client Reference ID
- Date of EOP Remittance**



**Step 3:**

1. Enter the required date in the **Paid Date From** and **Paid Date To** fields.
2. Click **Search**.

Search By \*  
Date of EOP Remittance

Paid Date From \*  Paid Date To \*



Step 4:

1. The results for the EOP search display.
2. You can use **Filter By** to target the required Member from the search results.
3. Click the drop-down icon against the required payment detail.
4. Click **View Detail** to view the associated EOP and payment image.

Click on the drop down arrow and then View Details to view the associated EOP and payment image.

Filter By

Claim ID	Paid Date	Check/Transaction ID	Payment Reference ID	Payee Name	Insurance Type
P21A00106893	02/13/2020	1234234	782413494987432	John Davis	Commercial
P21A00894098	02/16/2020	2724217	672212189009875	Sarah Williams	Medicare <span style="border: 1px solid red; padding: 2px;">View Detail</span>
P21A00678123	02/21/2020	7624254	912378289765330	James Smith	Commercial
P21A00606800	02/25/2020	9038214	892123490345682	Kane West	Commercial

Total Records: 4 Showing 1 - 4



Step 5:

1. The **View** dialog box displays.
2. Click **Ok**.

### Explanation of Payments

View

Go to [PNC Bank/ECHO](#) to register for EFT payments. You can also download electronic remittance information from the [ECHO](#) website.

If you registered for EFT for Medicare claims after Jan. 1, 2020, go to [PNC Remittance Advantage](#) to view ERA information.

OK

Reset Search    Search

Thank  
You