

Access to Electronic Remittance Advice Documents

Current method from Texas Children's Link: https://epiccarelink.texaschildrens.org/EpicCareLink/common/epic_login.asp

Reviewing and printing Remittance Advice

Link Providers can review and print TCHP Remittance Advices from the portal.

1. Hover over **Claims** on the main toolbar.
2. Select **Remittance Advice Search**.
3. Click **Advanced Search**.
4. Enter your preferred search criteria and then press **Enter**.
5. Be sure to enter the **appropriate date range** for your search.
6. Click on the link in the **Check Number** field for the Remittance Advice you want to view.
7. Once **the Remittance Advice displays**, Users can save it, print it, enlarge or decrease the screen size and view/save it as a PDF.

Claim Search Remittance Advice Search

✧ Remittance Advice Search 🔍 🖨️ ?

From date
12/8/2025 📅

To date
12/22/2025 📅

🔍 **Advanced Search**

Vendor

Tax ID

Provider

Member ID

Claim ID

Submitted ID

Check Number

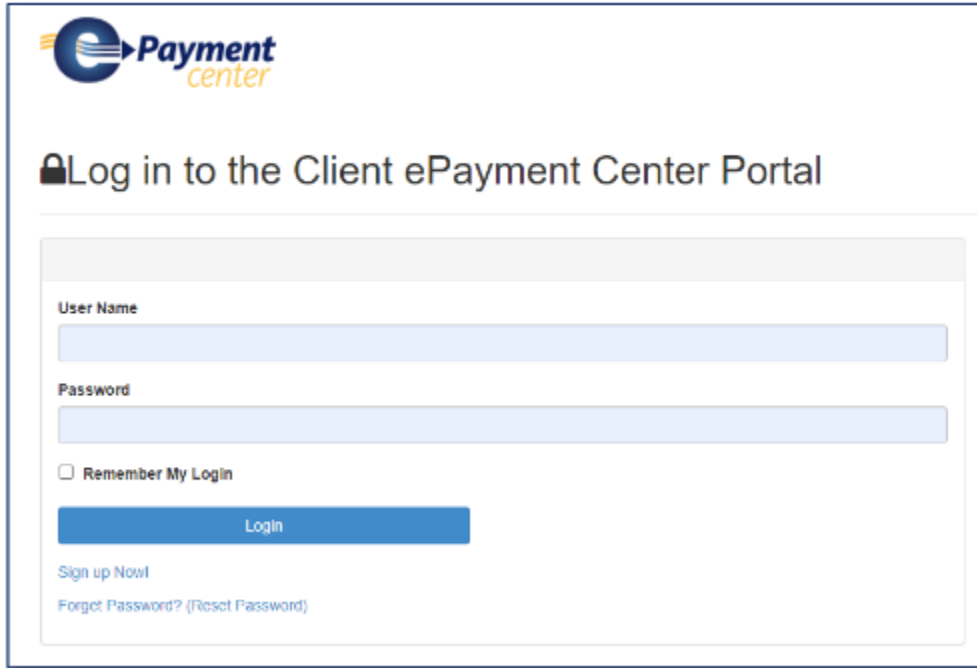
Criteria must include one of the following: Vendor, Tax ID, Provider, Member ID, Claim ID, Submitted ID, or Check Number.

This section will cover the method for accessing the Remittance Advice Documents with the [Zelis Platform: texaschildrenshealthplan.epayment.center.](#)

This excerpt is from the ePayment Center [Training Guide for Administrators.](#)

Logging into the Zelis Portal

1. Enter your Username.
2. Enter your Password.
3. Click **Login**.

The screenshot shows the login interface for the ePayment Center Portal. At the top left is the logo, which consists of a blue circle with a white 'e' and the text 'Payment center' in blue and orange. Below the logo is the heading 'Log in to the Client ePayment Center Portal' with a small lock icon. The login form is enclosed in a light gray border and contains the following elements: a 'User Name' label above a light blue text input field; a 'Password' label above a light blue text input field; a checkbox labeled 'Remember My Login'; a blue 'Login' button; a link 'Sign up Now!'; and a link 'Forgot Password? (Reset Password)'.

4. Select the **Verification Method** you wish to use (Text or Voice).
5. Click **Submit**.
6. **Enter the Code provided** via the verification method you selected.

7. Click **submit**.

The diagram illustrates the flow of a two-factor authentication process. It consists of two side-by-side panels connected by a large, light-gray arrow pointing from left to right.

Left Panel: Two Factor Verification

- Header: **Two Factor Verification** (with a lock icon).
- Section: **Verification Method**
- Form: A text input field containing the word "Text".
- Button: A blue button labeled **Submit**.

Right Panel: Two Factor Verification

- Header: **Two Factor Verification** (with a lock icon).
- Section: **Enter Your Code**
- Form: A text input field containing the word "code".
- Checkbox: ☐ **Remember this computer for 5 days**
- Button: A blue button labeled **Submit**.
- Text: If you did not receive your code, or need a new code sent, please click [here](#)

Initial Enrollment

While your enrollment is pending, you will see the screen below. This screen confirms where you are in your enrollment and prompts you to complete any necessary steps.

The screenshot displays a web interface for initial enrollment. It features four search filter panels: 'Search by payment' (highlighted in purple), 'Search by claim', 'Search by payer or payment policy type', and 'Search by payment or service date'. The 'Search by payment' panel includes fields for Payment ID, Zelis check number, and Payment amount. The other panels have fields for Claim number/Bill ID, Workers' comp claim number, Auto claim number, Payer, Policy number, Policy type, Payment Duration, and Custom date selection (Start and End dates). To the right, there is a support section with a 'Submit a Request' button, a phone number (877.828.8770), and a 'Feedback' button. Below the filters is a 'Search' button and a 'Clear All' button. A table below shows search results with columns: Payment Date, Method, Payment ID, Policy Type, Amount, Fees, Claims/Bills, Deposited, Status, Payer, Downloaded, and Actions. A red arrow points to the 'Download View EOP' link in the Actions column of the first row. The table has a single row of data: 02/11/2022, 835 Delivery, 218732493, Med, \$0.00*, \$0.00, 1, \$0.00, Paid, Mutual of Omaha, 09/29/2023, and Download View EOP.

Payment Date	Method	Payment ID	Policy Type	Amount	Fees	Claims/Bills	Deposited	Status	Payer	Downloaded	Actions
02/11/2022	835 Delivery	218732493	Med	\$0.00*	\$0.00	1	\$0.00	Paid	Mutual of Omaha	09/29/2023	Download View EOP

The user can retrieve the EOP by clicking the hyperlink in the **Actions** column on the far right after they enter the Payment ID information.

Electronic Remittance Advice/Explanation of Payment

For ERA delivery, fill in the name, email, and phone number of the person (image below) on your team responsible for handling incoming remittance data.


Payment Method
Choose your payment method.


ERA Delivery
Search for your answers in our FAQ help section.


Notifications
Get insights about your payments.

ERA Delivery

Your current ERA Delivery method is Download

Please make a selection from the options listed below to select a new delivery method.

Contact information

Please indicate the contact information of the person responsible for handling incoming remittance data at your facility.

***Name**

***Email address** ***Phone number**

Electronic remittance advise (ERA) is a document that shows proof of payment (such as an EOB or EOP). Choose a delivery method below -- and know that you can always download from the [provider portal](#).

Select Delivery

Please select the delivery option that are best for you.

Download

selected 

Download selected
ERA will be accessible from this portal.

Save

In the **Notifications** section of the **Settings**, you can update how you are notified of payments. You can be notified via email, fax, text, or not at all.

**Payment Method**
Choose your payment method.

**ERA Delivery**
Search for your answers in our FAQ help section.

**Notifications**
Get insights about your payments.

Notifications

Below is a list of your current notifications

Want to make a change? Update your preferences below.

+ Add Notification

SaveCancel

Adding notifications are accomplished by clicking on **+Add Notification**, selecting the **Notification Type**, Delivery Method and filling in the **Send to Field** (email or phone number). Once the notifications are in place, you will see the option to edit or delete.

The form is titled '+ Add Notification' and includes 'Save' and 'Cancel' buttons. It contains three main input fields: 'Notification Type' (with a dropdown menu showing 'Select a notification type'), 'Delivery Method' (with a dropdown menu showing 'Select a delivery method'), and 'Send to:' (an empty text box). Below the 'Delivery Method' dropdown, a list of options is displayed: 'Email', 'Select a delivery method', 'Email' (highlighted in blue), 'Fax', and 'SMS'. To the right of the dropdown, two examples of the 'Send to:' field are shown: one with the placeholder 'youremailaddress@here.com' and another with the phone number '5551239876'.

Once your enrollment is complete, ePayment Center will open to the Payments screen, as shown below. This screen confirms where you are in your enrollment and prompts you to complete any necessary steps.

The screenshot displays the ePayment Center interface. At the top, there is a header with the ePayment center logo on the left and a bell icon with the text "FONT AND COLOR TEST" on the right. Below the header is a blue navigation bar containing the following links: PAYMENTS (with a dropdown arrow), SETTINGS, USER MANAGEMENT (with a dropdown arrow), DOWNLOADS, and HELP & RESOURCES. The main content area has a light blue background. It begins with the text "Welcome, FONT AND COLOR!" followed by "Please complete your enrollment by configuring your account choices below." Below this is a yellow warning message: "⚠ You have a pending enrollment that needs to be completed in order to start processing payments". Underneath the warning, it says "Current Enrollment In Progress: ERA Download Only". There are four enrollment status boxes arranged horizontally: 1. "Payment Enrollment" (blue box) with a green checkmark icon and a "Change »" link. 2. "ERA/EOP/EOR Enrollment" (light blue box) with a checkmark icon and a "Set Up Data Delivery »" link. 3. "Notifications" (light blue box) with a checkmark icon and a "Set Up Notifications »" link. 4. "Banking Verification" (light gray box) with a red prohibition icon and the text "Not Applicable". At the bottom of the main content area, there are three buttons: "Continue with my enrollment", "Let's start over", and "Cancel my enrollment".