

Accessing Remittance Advices and Investigating Unpaid claims

Do you have a list of unpaid claims?

Please take the following steps to ensure that the claims have not already been paid or are requiring completion.

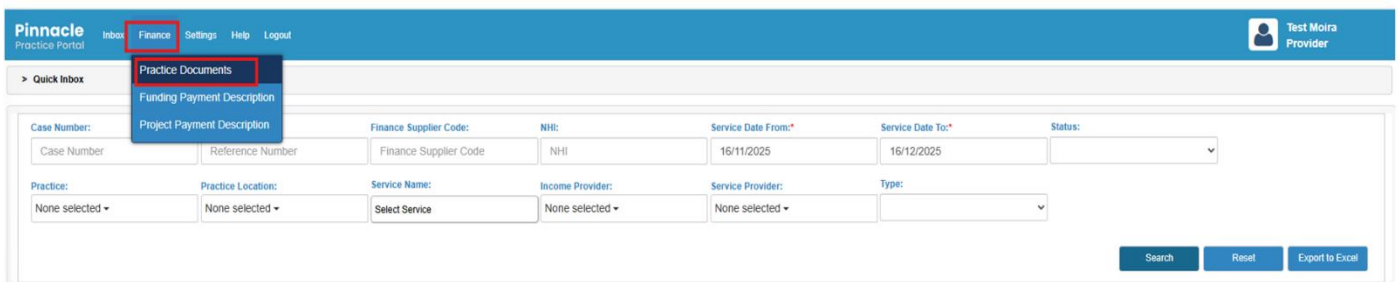
Accessing your remittance advice – Medtech Practices

Once payment has been made each month, a detailed remittance advice is available to view on the Practice Portal. It is the same remittance that used to be emailed to practices, however is now viewable on the Portal.

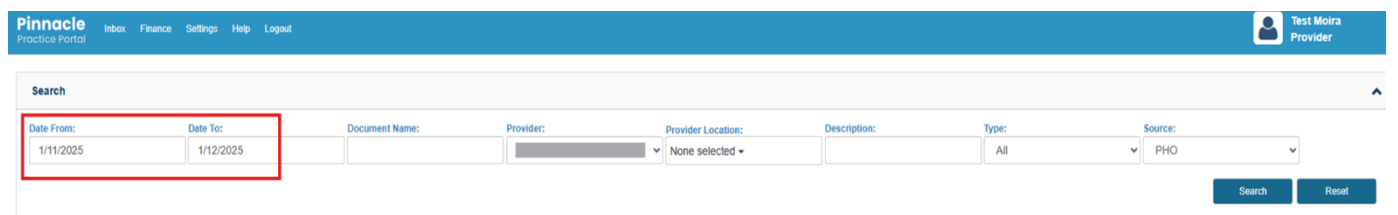
Click on the Finance option at the top of the screen and select **Practice Documents**.

Ensure the search field in the Portal is set to include the month range required.

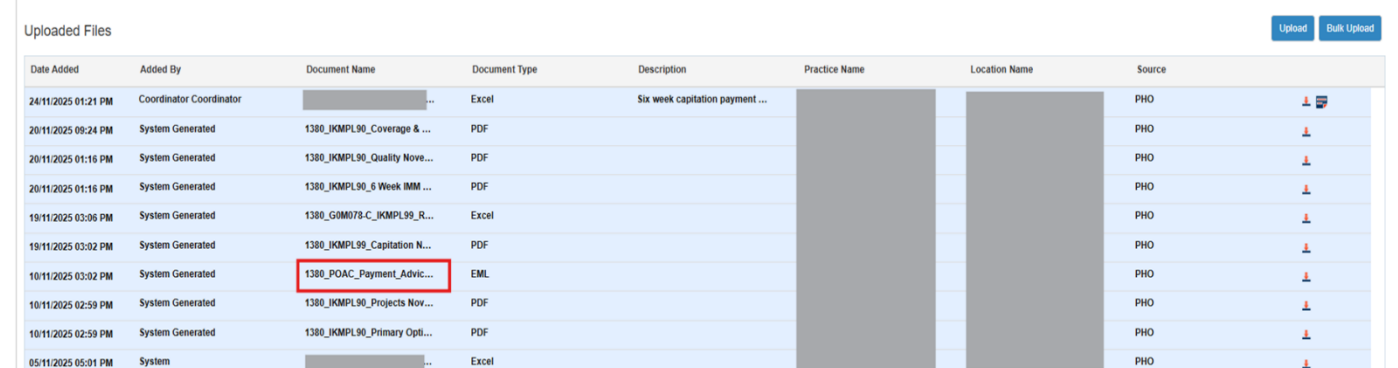
The below screenshots show where you go in the portal to find the remittances and also how it displays once searched. Select the POAC_Payment_Advice file.



The screenshot shows the Pinnacle Practice Portal navigation bar. The 'Finance' tab is highlighted with a red box. A dropdown menu is open under 'Finance', with 'Practice Documents' selected and highlighted with a red box. Below the navigation bar is a search form with various filters: Case Number, Reference Number, Finance Supplier Code, NHI, Service Date From (16/11/2025), Service Date To (16/12/2025), Status, Practice, Practice Location, Service Name, Income Provider, Service Provider, and Type. Search, Reset, and Export to Excel buttons are at the bottom right.



The screenshot shows the search filters section of the Pinnacle Practice Portal. The 'Date From' and 'Date To' fields are highlighted with a red box and contain the values '1/11/2025' and '1/12/2025' respectively. Other filters include Document Name, Provider, Provider Location, Description, Type, and Source. Search and Reset buttons are at the bottom right.



The screenshot shows the 'Uploaded Files' section of the Pinnacle Practice Portal. The table lists various files with columns for Date Added, Added By, Document Name, Document Type, Description, Practice Name, Location Name, and Source. The file '1380_POAC_Payment_Advice...' is highlighted with a red box.

Date Added	Added By	Document Name	Document Type	Description	Practice Name	Location Name	Source
24/11/2025 01:21 PM	Coordinator Coordinator	...	Excel	Six week capitation payment ...			PHO
20/11/2025 09:24 PM	System Generated	1380_IKMPL90_Coverage & ...	PDF				PHO
20/11/2025 01:16 PM	System Generated	1380_IKMPL90_Quality Nove...	PDF				PHO
20/11/2025 01:16 PM	System Generated	1380_IKMPL90_6 Week IMM ...	PDF				PHO
19/11/2025 03:06 PM	System Generated	1380_GOM078-C_IKMPL99_R...	Excel				PHO
19/11/2025 03:02 PM	System Generated	1380_IKMPL99_Capitation N...	PDF				PHO
10/11/2025 03:02 PM	System Generated	1380_POAC_Payment Advic...	EML				PHO
10/11/2025 02:59 PM	System Generated	1380_IKMPL90_Projects Nov...	PDF				PHO
10/11/2025 02:59 PM	System Generated	1380_IKMPL90_Primary Opti...	PDF				PHO
05/11/2025 05:01 PM	System	...	Excel				PHO

Your remittance advice will be similar to the below example:

PAYMENT ADVICE/BCTI

Primary Options for Midlands Health Network
 711 Victoria St, , G00027-C.
 Phone [0800646764] Fax [07 838 8485]
 GST No: 67-265-599

To: [REDACTED]

Date: [REDACTED]
 Reference: RUN-269

GST No:

DATE	EXAMPLE NUMBER	AMOUNT	CASE NO	DETAILS
02 Jul 2021	A	187.50	WK123456	PATIENT NAME AND NHI Dr DVT Positive GP Follow up \$112.50. DVT Positive Treatment Enoxaparin PN \$75.00.
06 Jul 2021	B	138.00	WK2797683	Invoice added by coordinators. PATIENT NAME & NHI. Dr..... COVID - F2F with swab \$138.00.
06 Jul 2021	C	0.00	WK1841542	Declined: Low acuity. PATIENT NAME & NHI Dr ECG \$60.00. AMENDED: ECG \$-60.00.
09 Jul 2021	D	112.50	WK9245506	Amended to correct invoice. PATIENT NAME & NHI DrGP/NP Follow-up Consult \$75.00. AMENDED: GP/NP Follow-up consult \$-75.00. DVT Positive GP Follow up \$112.50.
10 Jul 2021	E	172.50	WK8559644	Cannot claim an extended consult under LARC programme. PATIENT NAME & NHI Dr..... LARCS IUD INSERTION \$172.50. GP/NP extended consult \$75.00. AMENDED: GP/NP Extended Consult \$-75.00

information in bold under the details column is a note from the coordinator.

- A:** This is what a normal claim will look like where the amount you have claimed, is paid.
- B:** If it is noticed that you have missed out on a potential claim, it will be added for you. This saves time and ensures you are funded for the service provided to the patient. Please reconcile this correctly in your PMS.
- C:** This means the claim was declined. An explanation will be provided e.g. : Low Acuity, Patient does not meet eligibility criteria, Acuity too high.

Please ensure you credit the claim in your PMS or the claim will show up repeatedly as unpaid.
- D:** Amended to correct the invoice. This means an incorrect invoice has been claimed and has been corrected. It may be of equal, higher or lower value. Please ensure you reconcile this correctly in your PMS.
- E:** Each programme has specific invoices which can be claimed for the service provided to the patient. If an invoice not available under the selected programme has been claimed, the invoice will be removed. Please ensure you reconcile this correctly in your PMS.

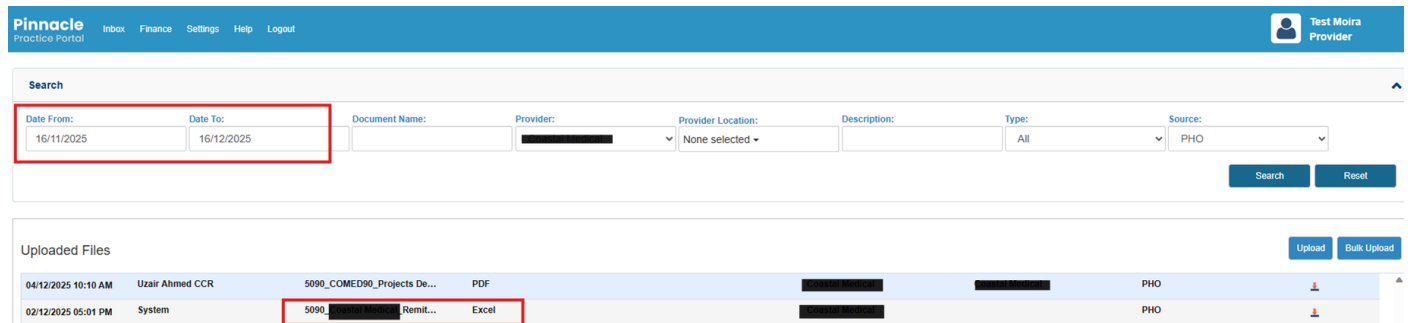
Accessing your remittance advice – Indici Practices

Once payment has been made each month, a detailed remittance advice is available to view on the Practice Portal.

The remittance can be found by accessing the Finance option at the top of the screen and selecting **Practice Documents**.

Ensure the search field in the Portal is set to include the month range required.

The below screenshots show where to go in the portal to find the remittances and also how it displays once searched. Select the excel file to download with `practicename_Remittance_`



Uploaded Files

Date	File Name	Type	Source
04/12/2025 10:10 AM	Uzair Ahmed CCR 5090_COMED00_Projects De...	PDF	PHO
02/12/2025 05:01 PM	System 5090_... Remit...	Excel	PHO

The file will open in an excel document and contain all the paid claims in one tab and the unpaid claims in a second tab.

Please note, if there are claims with no invoice/PMSrefNo appearing on the remittance, it is a claim the coordinators have added to the case, mostly like to replace an invoice that is incorrect and has been declined. The added invoice will not have an invoice number and also will not appear in the PMS accounts. It will look like this on the remittance.

Service Date	NHI	PMSRefNo	Case Number	Paid Amount
25/11/2025	GML4944	TK2152902789044	TK2152902	30
25/11/2025	SPD8203	TK2152897789042	TK2152897	177.68
21/11/2025	TWJ9776	TK2150818787773	TK2150818	30
10/11/2025	UID9786		TK2147151	30

Declined cases

MedTech practices

All declined cases will be amended in the remittance advice, including the reason for decline. The case will have a zero balance.

There may be instances where a partial payment has been made in situations where more than one claim has been made and one has been paid and the other hasn't. You can find an example of how this appears on the remittance in example 'E' in the previous section of this document. This situation is not regarded as a declined case, merely an incorrect claim.

Indici practices

All declined cases will appear on the **Unpaid Claims** tab in the excel download of the remittance advice. A reason for decline is provided. Please ensure you credit these claims off in your accounts so they are no longer an outstanding claim.

Viewing incomplete claims

MedTech practices

Please check the *View Open Cases* list on the main Primary Options advanced form page, on a regular basis.

The cases listed are broken into two sections

- Cases that require an outcome to close the case.
- Held cases with a reason why the case is held (Please submit an update to the case with the information required).

Once these cases are completed, the claims will be processed for payment.

Indici practices

Run the Coordination Services Report.

This report will give you a list of cases that are still open and need to be closed in order for any existing claims to be assessed and paid in the next pay run.

A list of Held cases is emailed to the practice on a regular basis, requesting the information required to re-assess the case.

If you have been through all of the above steps and have remaining unpaid claims, please contact the team with the details of the unpaid claim, including the case number and NHI.

Email: infoprimaryoptions@pinnacle.health.nz

Call: 027 687 7312