

## Locating Claims Remittance Advice (RA) via HealthTrio

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### Purpose

This guide provides step-by-step instructions for locating claims remittance advice within the HealthTrio portal.

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### Step 1: Access the Portal

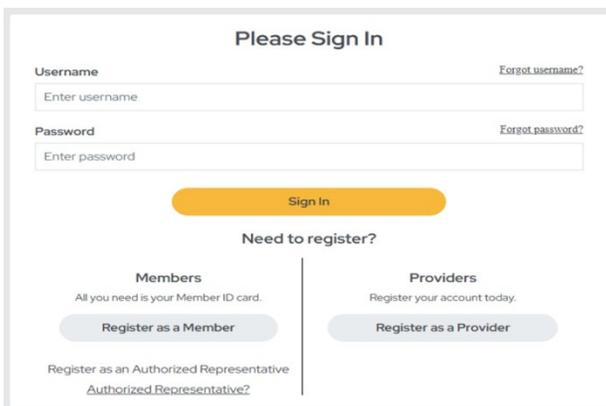
1. Navigate to [wellsense.org](https://wellsense.org).
2. Click Sign In in the top right corner.
3. You will be redirected to the HealthTrio login page.

**Note:** Remittance advice is only available to users with the appropriate access level. To request access under your account, please contact the appropriate email address listed below:

- For all behavioral health providers: [bhproviders@wellsense.org](mailto:bhproviders@wellsense.org)
  - For all other Massachusetts providers: [providerinfo@wellsense.org](mailto:providerinfo@wellsense.org)
  - For all other New Hampshire providers: [nhproviderinfo@wellsense.org](mailto:nhproviderinfo@wellsense.org)
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### Step 2: Log In

1. Enter your HealthTrio credentials.
2. Click Sign In.

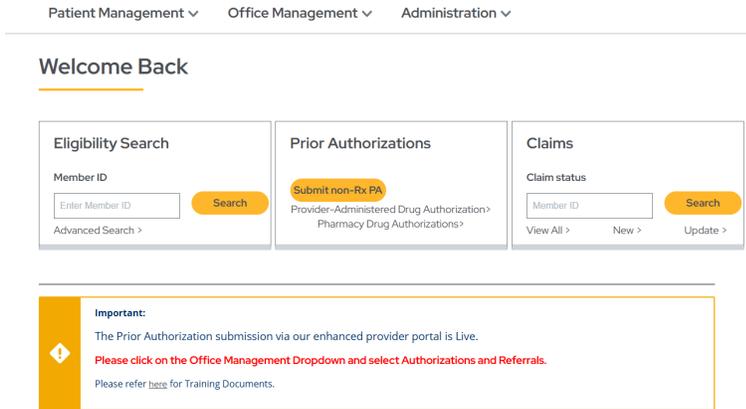


The screenshot shows the 'Please Sign In' page. It features a 'Username' field with a 'Forgot username?' link, a 'Password' field with a 'Forgot password?' link, and a 'Sign In' button. Below the sign-in fields, there is a 'Need to register?' section with two columns: 'Members' (with a 'Register as a Member' button) and 'Providers' (with a 'Register as a Provider' button). At the bottom, there is a link for 'Register as an Authorized Representative'.

3. Upon successful login, you will be directed to the HealthTrio main dashboard.

### Step 3: Navigate to Claims

1. From the main dashboard, hover over Office Management.

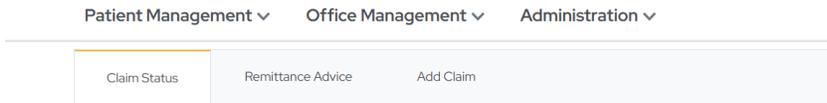


The screenshot shows a navigation bar with three dropdown menus: Patient Management, Office Management, and Administration. Below the navigation bar is a "Welcome Back" section. The main content area is divided into three columns: Eligibility Search, Prior Authorizations, and Claims. The Eligibility Search column has a "Member ID" field with a "Search" button and an "Advanced Search" link. The Prior Authorizations column has a "Submit non-Rx PA" button and links for "Provider-Administered Drug Authorization" and "Pharmacy Drug Authorizations". The Claims column has a "Claim status" section with a "Member ID" field, a "Search" button, and links for "View All", "New", and "Update". Below the main content area is an "Important" message box with a warning icon, stating that the Prior Authorization submission via the enhanced provider portal is live and that users should click on the Office Management Dropdown and select Authorizations and Referrals. It also includes a link for Training Documents.

2. Choose Claims from the drop down menu.

### Step 4: Select Remittance Advice

1. On the Claims page, you will see multiple tabs.



The screenshot shows the same navigation bar as in Step 3. Below the navigation bar is a horizontal tabbed interface with three tabs: Claim Status, Remittance Advice, and Add Claim. The Claim Status tab is currently selected and highlighted.

#### Claim Status Search

2. Select Remittance Advice.

### Step 5: Search for Remittance

You can search for the remittance advice using any of the following criteria:

- Provider Name
- Patient Name
- Tax Identification Number (TIN) & Date by
- Patient Account Number
- Practice Name
- Remittance Advice (Reference Number or Check Number) -Preferred Method

**Note:**

- Some search options (e.g., TIN) may return multiple results.
- Use additional filters if needed to narrow your search.

Claim Status    Remittance Advice    Add Claim

### Remittance Advice

By Provider [Select Provider](#)

By Tax ID

By Practice

By Patient [Select Patient](#)

By Patient Account Number

By Remittance Advice

By Date  From:  To:

## Step 6: Review Search Results

1. Locate the correct remittance from the results list.
2. Identify it using the Check Reference Number or other relevant details.

Remittance Advice Search Result						
Check Ref Number	View EOP	Check Date	Payment	Vendor Name	Vendor Address	Tax ID Number
26033B	<a href="#">View</a>	2 Feb 2026	\$431.52		Quincy, MA 021694511	

## Step 7: View Remittance Advice

1. Click View next to the selected remittance.

**Note:** Remittances may not show if your web browser blocks pop-ups. Most web browsers have the option to always allow pop-ups from a specific site to fix this. The option is usually near the address bar as shown in the example below.



2. Once you have allowed the pop-up blocker, click view once again to display the remittance advice.
3. Here you can view:
  - All claims included in the payment
  - Review payment details associated with the remittance

**WellSense Health Plan**  
100 City Square, Suite 200  
Charlestown, MA 02129

Forwarding Service Requested



**PROVIDER REMITTANCE ADVICE**

*COPY*

Payee #: [REDACTED]  
Payee Tax Id: [REDACTED]  
Payment Ref Id: [REDACTED]  
Check Date: [REDACTED]  
Check Nbr: [REDACTED]  
Check Amt: [REDACTED]

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Description	Grand Total
Previous Balance	\$0.00
Manual Reduction	\$0.00
Amount Billed	\$2589.33
Not Allowed	\$1030.29
Allowed Amount	\$1559.04
Interest Amount	\$0.00
COB Amount	\$0.00
Co-Payments	\$128.00
Adjustments	\$0.00
Net Payments	\$1431.04