Updated contact information for new ERA and EFT registration processes

Anthem Blue Cross and Blue Shield (Anthem) shared information with providers about changes to ERA and EFT registration processes in November 2013. Please note that contact information previously shared has been updated in the table below.

Upcoming changes to ERA and EFT processes (REVISED January 16, 2014)

Section 1104 of the Affordable Care Act (ACA) amends Administrative Simplification requirements under HIPAA and calls for a single set of Operating Rules and Standards for certain electronic health care transactions. In June 2013, Anthem provided an overview to providers about new EFT and ERA Operating Rules.

Please review the following updates, which include upcoming changes related to the implementation of new rules.

**CAQH CORE 380: EFT Enrollment Data Rule**

Effective January 1, 2014, Anthem implemented a new EFT enrollment process utilizing the CAQH EFT enrollment tool, which simplifies EFT registration, and allows providers to enroll and update practice information electronically. A link to this new process is available via the Availity portal and the Anthem EDI website. After completing the online EFT enrollment forms, enrollees will receive a confirmation that the enrollment request has been submitted. The CAQH website and CAQH EFT enrollment tool provide additional information about the benefits of EFT and the registration process.

**CAQH CORE 382: ERA Enrollment Data Rule**

In addition to the new EFT process, beginning January 1, 2014, enrollees will use the new online CAQH enrollment tool when enrolling in both EFT and ERA at the same time.

Enrollees, including clearinghouses, should continue to register for ERA only by using Anthem’s EDI website. (Go to www.anthem.com>Providers (select your state)>Electronic Data Interchange (EDI). Instructions will be posted to assist providers in completing electronic ERA enrollment in the future.

The following chart summarizes information about the new processes to enroll in EFT or ERA or update EFT and ERA transaction information after January 1, 2014.

<table>
<thead>
<tr>
<th>Type of Transaction</th>
<th>How to Register, Update, or Cancel</th>
<th>For registration related questions, contact:</th>
<th>To resolve issues after registration, contact:</th>
</tr>
</thead>
<tbody>
<tr>
<td>EFT only</td>
<td>Use the CAQH Website</td>
<td>CAQH Helpdesk at 1-888-599-1771</td>
<td>Local Provider Service</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>NOTE – Providers should allow 4-6 weeks from successful EFT registration before contacting Provider Service</td>
</tr>
<tr>
<td>EFT and ERA (both)</td>
<td>Use the CAQH Website</td>
<td>CAQH Helpdesk at 1-888-599-1771</td>
<td>For EFT questions, contact Local Provider Service</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>NOTE – Providers should allow 4-6 weeks</td>
</tr>
</tbody>
</table>
from successful EFT registration before contacting Provider Service.

For ERA questions, contact E-Solutions at 1-800-470-9630

NOTE – Providers should allow 4-6 weeks from successful ERA registration before contacting E-Solutions.

<table>
<thead>
<tr>
<th>ERA only</th>
<th>Use the EDI Website</th>
<th>E-Solutions at 1-800-470-9630</th>
<th>E-Solutions at 1-800-470-9630</th>
</tr>
</thead>
</table>

NOTE – Providers should allow 4-6 weeks from successful ERA registration before contacting E-Solutions.

**CAQH CORE 350 Section 4.3: Dual Delivery of v5010 X12 835 and Proprietary Paper Claim Remittance Advices**

In addition to implementing a new EFT and ERA enrollment process, we are also working to eliminate the need to mail paper provider remittances (sometimes called paper remits). Based on provider input, we believe most providers currently receiving ERA desire to continue to receive their paper remittance vouchers in some form, so we will continue to make these remittance vouchers available online via the secure provider portal, MyAnthem℠ for Providers. You can access MyAnthem via the Availity® Web Portal or www.anthem.com>Providers (enter state)>MyAnthem.

- Anthem will work with *currently enrolled providers* to determine an appropriate date to begin suppressing the mailing of paper remittance vouchers.
- Aligned with CORE Rule 350, Anthem will discontinue mailing paper remittance vouchers 31 days after a *new provider requests* to receive ERA.
- We are developing a new tool that will allow providers to customize suppression for the mailing of paper remittance vouchers when they are receiving ERA. We will provide additional information about this tool in the near future.

**CAQH CORE 360: Uniform Use of Claim Adjustment Reason Codes and Remittance Advice Remark Codes (835) Rule**

Effective January 1, 2014, Anthem is complying with new Operating Rules under the [CORE 360 Uniform Use of Claim Adjustment Reason Codes and Remittance Advice Remark Codes (835) Rule](https://caqh.org/core/rules/360). New rules require the uniform use of Claim Adjustment Reason Codes (CARCs), Remittance Advice Remark Codes (RARCs), and Claim Adjustment Group Codes (CAGs) in certain limited scenarios, and are intended to help providers post claim payment adjustments and denials more accurately and consistently.

Anthem has made significant changes within our claim adjudication systems to comply with the new operating rules. Providers should review [information shared by CAQH](https://caqh.org/core/rules) about the defined four business scenarios and how these scenarios impact the use of CARCs, RARCs, and CAGs. Additionally, providers should work with clearinghouses and software vendors supporting their financial accounts receivable systems to discuss the new codes and make adjustments to these systems as appropriate. Read more about the ongoing maintenance of CORE code combinations for the CAQH CORE 360 Rule [here](https://caqh.org/core/rules).

**CAQH CORE 370: EFT & ERA Re-association (CCD+/835) Rule**

Anthem is complying with the CAQH CORE 370 EFT & ERA Re-association Rule. This rule requires health plans to adhere to standards for the amount of time permitted to lapse between ERA deliveries and EFT effective dates, and outlines requirements for resolving late or missing transactions. Prior to January 1, 2014, Anthem’s EDI website provided instructions to providers on how to contact Anthem to resolve late or missing ERAs.
Anthem currently provides trace numbers in the ERA. Trace numbers help providers match up or "re-associate" the EFT and ERA information, should these transactions arrive at different times. Going forward, we will continue to provide trace numbers in the ERA.

New rules require financial institutions to have the ability to deliver specific reporting to providers to assist in re-association. Providers must proactively request this reporting, and instructions on how to re-associate EFT and ERA, from their financial institution.

Availity, an independent company, provides claims management services for Anthem Blue Cross and Blue Shield.