

Aetna Better Health® of Kansas: New EFT and ERA Enrollment Process – EERS

Aetna Better Health of Kansas is partnering with Change Healthcare to introduce the new EFT/ERA Registration Services (EERS), a better and more streamlined way for our providers to access payment services.

What is EERS?

EERS will offer providers a standardized method of electronic payment and remittance while also expediting the payee enrollment and verification process. Providers will be able to use the Change Healthcare tool to manage Electronic Fund Transfer (EFT) and Electronic Remittance Advice (ERA) enrollments with multiple payers on a single platform.

How does it work?

EERS will give payees multiple ways to set up EFT and ERA to receive transactions from multiple payers. If a provider's tax identification number (TIN) is active in multiple states, a single registration will auto-enroll the payee for multiple payers. Registration can also be completed using a national provider identifier (NPI) for payment across multiple accounts. Providers who currently use Change Healthcare as a clearinghouse will still need to complete EERS enrollment. Providers who currently have an application pending with Change Healthcare will not need to resubmit. Once enrolled, payees will have access to the Change Healthcare user guide to aid in navigation of the new system.

How and when do I enroll?

Effective 4/1/2023: Aetna Better Health of Kansas will migrate payee enrollment and verification to EERS. To enroll in EERS, please visit <https://payerenrollservices.com/>.

Through 5/31/2023: To aide in this transition, Aetna Better Health of Kansas will accept enrollment through EERS as well as the current process through 5/31/2023. The current process consists of submitting the completed Authorization Agreement Forms located on the provider website at <https://www.aetnabetterhealth.com/kansas/providers/resources/forms>.

Effective 6/1/2023: Aetna Better Health of Kansas will only accept enrollment through the EERS process. If Application Authorization Forms are submitted, providers will be redirected to enroll through EERS, by visiting <https://payerenrollservices.com/>.

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Questions?

For questions or concerns, please contact the Provider Experience Department by phone at 1-855-221-5656 or by email at providerexperience_ks@aetna.com or visit the Change Healthcare FAQ page at <https://payerenrollservices.com/faq>.