

## **EFT/ERA Registration Process/All Providers – Begins April 1, 2023**

Aetna Better Health Kids 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 offers 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 online tool to manage EFT and ERA enrollments with multiple payers on a single platform.

### **How does it work?**

EERS gives payees multiple ways to set up EFT and ERA in order 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, but 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 their navigation of the new system.

### **How and when do I enroll?**

Aetna Better Health Kids will soon migrate all payee enrollment and verification to EERS. To enroll in EERS, please visit [aetnabetterhealth.com/pennsylvania/providers/forms](https://aetnabetterhealth.com/pennsylvania/providers/forms) and click on the EFT/ERA tab or go to <https://payerenrollservices.com/>.

For questions or concerns, please reach out to your Aetna Provider Network team, scroll down to see the FAQ or visit the [Change Healthcare FAQ page](#) for more information.

# Change Healthcare's Payer Enrollment Services FAQ

## What is Payer Enrollment Services (PES)?

Payer Enrollment Services (PES) is a service for providers to enroll and manage Electronic Funds Transfers (EFT) and Electronic Remittance Advice (ERA) enrollments with multiple payers in a single location. Instead of enrolling with each payer individually, providers can use the PES service to enroll with multiple payers in a single solution. These enrollments are then delivered to payers for decisioning.

## How do I log in?

Click the "Begin Enrollment" button. If you have an existing account with Change Healthcare with another solution, press 'Sign In'. If you are a new user, fill out the information and press "Create Account". You will receive an email to activate your account.

## How do I submit an enrollment?

- Create your enrollment by filling out the Provider Information, Contact Information, Bank Information (only if adding EFT enrollment(s)), and Enrollment Information.
- Submit your enrollment(s) and you will receive an email notification confirming submission to Change Healthcare.
- Log in to the Provider Portal to check the status of your enrollment(s).

## How do I check the status of the enrollments that I submitted?

Log in to the Provider Portal to view the status of enrollments submitted.

## How do I know when my enrollment(s) were successfully approved by the payer?

- Log into Provider Portal to view the status of enrollments submitted.
- Enrollments that the payer has received are in a "Payer Received" status. These are in review with the payer so please wait to receive a decision.
- Enrollments that were successfully processed and approved by the payer will have a 'Payer Approved' status. Enrollments that the payer rejected will have a 'Payer Rejected' status.

## Where can I submit new enrollments?

After your initial submission, you can log in to the Provider Portal to submit new enrollments using the "Add New Enrollment" button. This only becomes available once Change Healthcare has approved one of your enrollments.

## How do I withdraw an enrollment?

Contact the Change Healthcare Support Team and let them know that you would like to withdraw an enrollment.

### Who can I contact for help?

Contact the Change Healthcare Support Team at 800-956-5190 Monday through Thursday 8:00am to 5:00pm CST

### What do the statuses in Provider Portal mean?

Status in Provider Portal	Status Description	User Action
Manual Review	Enrollment has been submitted in PES and is with Change Healthcare for processing	Wait for the status to get updated
Payer Received	Enrollment has been Approved by Change Healthcare and was received by the payer for decisioning	Wait to receive a payer decision
Payer Approved	Payer has approved the enrollment	None. Successful enrollment process complete
Payer Rejected	Payer has rejected the enrollment and it will not be further processed	None
Submitted	Enrollment is in the Change Healthcare Support Operations queue for review	Wait to be contacted by Support Operations
Returned to Customer	Change Healthcare Support Operations has returned the enrollment to the provider (i.e. customer) for additional action	Log in to Provider Portal and update the enrollment
Pending Attachments	Change Healthcare Support Operations has returned the enrollment to the provider to upload an attachment	Log in to Provider Portal and upload the requested attachment
Rejected	Change Healthcare has rejected the enrollment and it will not be further processed	None

Status in Provider Portal	Status Description	User Action
In Progress	User has started but not yet submitted the enrollment	Sign in and submit the enrollment

**Which payer(s) can I submit EFT and/or ERA enrollments to using PES?**

- |   |   |
|---|---|
| <b>Access Dental (CX097)</b>                          | <b>BeneCare Dental Plans (23210)</b>                        |
| <b>Advantica Administrative Service (43168)</b>       | <b>Benefit Plan Administration of WI (91400)</b>            |
| <b>Advantica Eyecare (59374)</b>                      | <b>Benefits Administration Corporation (44357)</b>          |
| <b>Adventist Health System/West (95340)</b>           | <b>Better Health (20488)</b>                                |
| <b>Advocate Health Center (36320)</b>                 | <b>Blue Cross Blue Shield of Illinois (CB621)</b>           |
| <b>Advocate HPO (65093)</b>                           | <b>Blue Cross Blue Shield of Illinois (SB621)</b>           |
| <b>Aetna</b>  | <b>Blue Cross Blue Shield of Michigan (CBMI1)</b>           |
| <b>Aetna Better Health</b>                            | <b>Blue Cross Blue Shield of Montana (CBMT1)</b>            |
| <b>Aetna Medicare EPO/PPO Dental (18014)</b>          | <b>Blue Cross Blue Shield of Texas (CB900)</b>              |
| <b>Affinity Health Plan (13333)</b>                   | <b>Blue Cross Blue Shield of Vermont (77307)</b>            |
| <b>AGIA INC. (95241)</b>                              | <b>Blue Cross Blue Shield Oklahoma (SB840)</b>              |
| <b>Allegeant (52193)</b>                              | <b>BlueCross BlueShield of Tennessee</b>                    |
| <b>AmeriBen (St. Lukes Only) (75137)</b>              | <b>Boncure Health Solutions (57140)</b>                     |
| <b>America's TPA / HealthEZ (41178)</b>               | <b>Boon Administrative Services, Inc. (BOONG)</b>           |
| <b>Ametros Financial (20572)</b>                      | <b>Bravo Health (52192)</b>                                 |
| <b>Associated Administrators, LLC. (13788)</b>        | <b>Cannon Cochran CCMSI (71057)</b>                         |
| <b>Auxiant (26202)</b>                                | <b>Care N Care Insurance Company (66010)</b>                |
| <b>Banner Health (MediSun)/Blue Advantage (77078)</b> | <b>Caremore Health Plans (CM001)</b>                        |
| <b>Banner Plan Administration (12X42)</b>             | <b>Celtic Insurance (68063)</b>                             |
| <b>Baptist Health Plan (61124)</b>                    | <b>Centene Management Company (64073)</b>                   |
| <b>Baptist Health Plan Advantage (BHPMA)</b>          | <b>Central PA Teamsters Health and Welfare Fund (23626)</b> |
| <b>BCBSNM (SB790)</b>                                 |   |

**Central States Joint Board Health and Welfare Trust Fund (37214)**  
**Clear Spring Health (66009)**  
**Clover Health (13285)**  
**Clover Health (77023)**  
**Coastal TPA Inc (77052)**  
**Colorado Access (84129)**  
**Common Ground Health Cooperative (77170)**  
**Community First Health Plan (42723)**  
**Continuum Health Solutions-Marrick WRx (46478)**  
**Cooperative Managed Care Services (35199)**  
**Core Administrative Services (58231)**  
**Coventry Dental (CX049)**  
**Dean Health Plan (39113)**  
**Dearborn National (36123)**  
**Dental Care Plus (CX035)**  
**Dental Select (CX093)**  
**District 9 Machinists Welfare Trust (MWELT)**  
**Elderplan, Inc. (31625)**  
**Electrical Welfare Trust Fund (52611)**  
**Everence formerly Mennonite Mutual Aid (35605)**  
**Farm Bureau Health Plans ID (62045)**  
**First Carolina Care (FCC01)**  
**First Choice VIP Care Plus (32456)**  
**Fresno PACE (45279)**  
**Fresno PACE (99660)**  
**Generations Healthcare (46051)**  
**Genworth (Wakely Only) (54028)**  
**Group Dental Service (CX036)**  
**Group Insurance Service Center (37276)**

**Guardian Life Insurance Company of America (64246)**  
**Harken (10152)**  
**HCH Administration (37111)**  
**Health Alliance (77950)**  
**Health Care Payers Coalition (34193)**  
**Health Choice Utah (45399)**  
**Health Design Plus (34158)**  
**Health Plan of San Joaquin (68035)**  
**Health Services for Children with Special Needs (37290)**  
**Healthy CT (77180)**  
**HealthyCT, Inc - Brokers (66866)**  
**HMA INC / IMX (86066)**  
**Hopkins Health Advantage (66003)**  
**Indiana University Health Plan (Medicare) (95444)**  
**Insurance Programmers, Inc. (06081)**  
**JW Terrill Benefit Administrators (43183)**  
**Kaiser Foundation Health Plan, Inc. (40523)**  
**Kaiser NW PPO Dental (CX073)**  
**Key Benefit Administrators (58112)**  
**Leon Medical (LMCHP)**  
**Lovelace Salud (SX159)**  
**Lovelace Sandia Health Plan (90328)**  
**Magellan Complete Care (MCC01)**  
**Magellan Complete Care (MCC02)**  
**MEDICA (12422)**  
**Medica Health Plan Solutions (71890)**  
**Medical Benefits Mutual (74323)**  
**MedPartners Administrative Services (35205)**  
**Members Health Insurance Company (35153)**

**Michigan Education Special Services Assoc - EPAY (38164)**

**Michigan UFCW (27401)**

**MMA (35316)**

**Network Health Insurance Corp (77076)**

**Network Health Plan (39144)**

**Northwest Administrators, Inc. (91068)**

**Ohio Benefit Administrators (R0755)**

**Paramount Health Care (SX158)**

**Passport Advantage (66008)**

**Pinnacle (33081)**

**Preferred Care Partners (Miami, FL) (65088)**

**Preferred Medical Claim Solutions (21524)**

**Premier Access (CX110)**

**Premier Eye Care (65054)**

**RIGHTCARE (74205)**

**Riverside Health of Maryland (45281)**

**S & S Healthcare Strategies/Secure Health Plan of GA (31441)**

**Sanford Health Plan (91184)**

**Secure Health Plans of Georgia (28530)**

**Secure Horizons Lifeprint Arizona (LIFE1)**

**Selman & Company (52214)**

**Senior Whole Health (83035)**

**Shared Health Mississippi**

**Sierra Health Services (76342)**

**Silverback TPA (37228)**

**Simply Healthcare Plans (27094)**

**South Indiana Health Operations HMO (SX142)**

**Southern Benefit Administrators Inc (38242)**

**Sterling Life (67829)**

**Synermed (75299)**

**Teachers Health Trust (88019)**

**Teamsters Medicare Trust for Retired Employees (43619)**

**Texan Plus\_SE TX Area (76045)**

**Texas Children's Health Plan (Medicaid) EFT (75228)**

**Texas Childrens Health Plan (CHIP) EFT (76048)**

**TexasPlus\_North Texas Area (13185)**

**The Dental Shop aka Pro Benefits Administrators (DSHOP)**

**The Health Exchange (20356)**

**TML Intergovernmental Employee Benefit Pool (74214)**

**Todays Options (48055)**

**Transamerica - LTC (TRLTC)**

**Transamerica - TLINS (TLINS)**

**Transamerica - TRCLF (TRCLF)**

**Transamerica - TRP1E (TRP1E)**

**Transamerica - TRP1P (TRP1P)**

**Transamerica Premier Life Insurance Company (TRSEL)**

**TransChoice-Key Benefit Administrators (37284)**

**Triad (39181)**

**Tribute\_SelectCare of OK (73117)**

**TRICARE East**

**TRICARE For Life**

**Ultimate Health Plan (77022)**

**Unified Group Services (35198)**

**United Administrative Services, Inc. (94174)**

**United Group Programs (59189)**

**United Healthcare Student Resources (74227)**

**University of Maryland Health Advantage  
(45282)**

**University of Utah Health Plans (65250)**

**Upper Peninsula (Medicaid) (38337)**

**VNS (77073)**

**Volusia Health Ventures (59266)**

**WEBTPA (75261)**

**Welfare and Pension Admin. Service (91136)**

**Wells Fargo TPA (37272)**

**Western and Southern Financial Group  
(31048)**

**Western Health Advantage (68039)**

**WPS Commercial (CLTS, FAMC, WPS Health  
Insurance, WPS Health Plan, UCare Medicare  
Supplement/UCare Medigap)**

**Zepherella, Inc. (26335)**