

### **Rule 370 Resolving Late or Missing EFT or ERA/835:**

Providers *may* receive their 835/ERA immediately following the financial check write cycle if one of two conditions occurs:

1. There is zero or negative payment on the 835/ERA (no EFT will be generated for this 835/ERA), or:
2. The provider receives paper checks rather than EFT during the pre-note EFT verification process.

### **If you determine an EFT or 835/ERA is late or missing there are some initial steps to take:**

- **Contact your financial institution** - If you determine you have not received your EFT within three (3) business days of your 835/ERA, contact your financial institution. Once funds are released Alabama Medicaid has no way to track funds through your bank.
- **Contact your trading partner** - If you determine you have not received your 835/ERA within three (3) business days of your EFT, contact your trading partner. Alabama Medicaid produces 835/ERAs for your trading partner who will then distribute your information directly to you.

### **If you determine there is not an issue with your financial institution distributing funds, and/or there is not an issue with your trading partner distributing the 835/ERA to you, there are additional steps you can follow to resolve late or missing EFT and 835/ERA transactions:**

1. Rule 370, Section 4.3 Resolving Late or Missing EFT and ERA Transaction Resolution procedures only apply when an EFT and/or 835/ERA enrollment has been set up.
  - If you have not set up 835/ERA, please follow the below steps:
    - If you **DO NOT** have a trading partner ID, visit the Alabama Medicaid Interactive Portal at: <https://www.medicaid.alabamaservices.org/ALPortal/Tab/41/content/InformationLinks/InformationLinks.html.spage>. Click on Information/Alabama Links and download the trading partner ID Request Form. Complete the appropriate sections and submit to the Electronic Media Claims (EMC) Help Desk as directed on the form
    - If you **DO** have a trading partner ID visit the **Administrative Forms** section of the Alabama Medicaid website at [http://medicaid.alabama.gov/CONTENT/5.0\\_Resources/5.4\\_Forms\\_Library/5.4.6\\_Provider\\_Enrollment\\_Forms.aspx](http://medicaid.alabama.gov/CONTENT/5.0_Resources/5.4_Forms_Library/5.4.6_Provider_Enrollment_Forms.aspx). Download the [Electronic Remittance Agreement](#). Complete the appropriate sections and submit to the EMC Help Desk as directed on the form.
  - If you have not set up EFT to deposit funds for claims approved for payment please refer to the Alabama Medicaid Agency's website for EFT enrollment information at: [http://medicaid.alabama.gov/documents/5.0\\_Resources/5.4\\_Forms\\_Library/5.4.6\\_Provider\\_Enrollment/5.4.6\\_Web\\_Portal\\_App\\_EFT\\_Form\\_1-5-12.pdf](http://medicaid.alabama.gov/documents/5.0_Resources/5.4_Forms_Library/5.4.6_Provider_Enrollment/5.4.6_Web_Portal_App_EFT_Form_1-5-12.pdf).
2. Ensure enough time has elapsed to receive the EFT or 835/ERA. Providers can expect their 835/ERA to become available within three business days (plus or minus) of the EFT being released.

3. Allow a minimum of two (2) check write cycles or 30 days to receive funds electronically if a bank account was recently updated or enabled.
4. Confirm that you have contacted your bank to receive the Re-Association information on your EFT.
5. Verify the correct Re-association Trace Number is being used to correlate the 835/ERA with the payment. The Re-association Trace Number can found on the 835/ERA (TRN02).
6. Verify the trading partner ID associated with the EFT and 835/ERA is correct as providers may have multiple trading partner IDs. Providers should also be aware if they change their trading partner ID, any 835/ERA files produced prior to such a change will go to the previous trading partner.
7. Providers may receive 835/ERA files for a single check write cycle over the course of multiple days, as 835/ERA files will become available as funds are released. Providers can use proprietary RA, 276/277 (claim status request and response), Automated Voice Response System (AVRS), or Provider Electronic Solutions (PES) for claim and check/payment information.

If the above information has not produced an answer to the late or missing EFT or 835/ERA, please contact the EMC Help Desk at (800-456-1242), Monday – Friday, 7:00 a.m. – 8:00 p.m. CST, or Saturday, 9:00 a.m. – 5:00 p.m. CST.