

SPECIAL BULLETIN

FOR HIGHMARK HEALTH OPTIONS PROVIDERS

MARCH 24, 2015

HIGHMARK HEALTH OPTIONS: EFT AND ERA

Highmark Blue Cross Blue Shield Delaware (Highmark Delaware) now offers Medicaid benefits to Delawareans through Highmark Health Options. We are in the processing of updating the Highmark Health Options Provider Manual, but we wanted to share some new information about the Electronic Funds Transfer (EFT) process.

All newly participating Highmark Health Options providers will need to enroll with their clearinghouse to obtain paperless Electronic Remittance Advices (ERA) in a HIPAA standard 835 format. After you are enrolled to obtain ERAs, you can enroll for electronic funds transfer (EFT). Please be aware that if you start receiving ERAs, you will no longer receive paper remittance advices.

Important Notice: To be enrolled in EFT, you must have the capability to receive an ERA. You must notify your clearinghouse to request an ERA via Emdeon or RelayHealth. Once enrolled, Emdeon or RelayHealth contacts Highmark Health Options to set up your access to ERAs. Highmark Health Options is not responsible for contacting your clearinghouse to set up ERA access.

After your ERA setup is complete, please complete and send Highmark Health Options the EFT form. This form can be found online at www.highmarkhealthoptions.com. Click *Providers* and then choose *Provider Forms* from the menu on the left-hand side of the page. Completed forms can be sent to

Mail: Health Options – Provider Mail P.O. Box 22218 Pittsburgh, PA 15222-0218

Email: EFTAuthorizationform@highmarkhealthoptions.com

Fax: 855-878-4167

What is an electronic remittance advice (ERA)?

An ERA is an industry-standard electronic form called an X12 835. Receipt of this form allows you to load your payments to your system to permit easier payment reconciliation.

What is EFT?

EFT is a secure process that directs Highmark Health Options payments to your designated checking or savings account.

Please contact your Highmark Health Options Provider Relations Representative if you have any questions.

As always, thank you for your support.

