

Electronic remittance advice and electronic funds transfer

Get payments quicker and manage your business more effectively.

Looking for a more convenient way to manage your finances and eliminate paper? Look no further than Electronic Remittance Advice and Electronic Funds Transfer (ERA/EFT).

What is ERA/EFT?

ERA is a HIPAA-compliant electronic communication that contains claims payment information. It replaces the paper Explanation of Benefits (EOB) statement. Depending on your accounts receivable software, you may be able to post payments electronically without any manual intervention.

EFT offers you a secure, efficient process for electronically depositing claims payments into your bank account(s).

Getting started is easy

Simply download, complete and fax the ERA Enrollment Form, available within the ERA/EFT Enrollment Packet on www.aetna.com. From the home page, select:

- “Health Care Professionals”
- “Medical”
- “Service Solutions”
- “Electronic Connectivity”
- “Transaction Capabilities”
- “Electronic Remittance Advice”

Once we have received your faxed enrollment form, one of our ERA specialists will contact you via e-mail or phone.

Or, ask your software vendor/clearinghouse if it can deliver Aetna’s ERA transaction. If it can, then ask about its enrollment process so you can benefit from ERA/EFT transactions as quickly as possible.

Benefits of enrolling in Aetna ERA/EFT

When you choose electronic delivery of your claims payment information and funds, you can:

- Get paid up to one week faster than with paper EOBs and checks.
- Automate your posting processes and financial management.
- Receive confidential and secure deposit of payments directly to a designated account(s) quickly and efficiently.
- Manage your business more effectively with a convenient audit trail.

Our ERA/EFT options are available to both participating and nonparticipating providers, and you do not need to have a vendor/clearinghouse to participate. Once enrolled in ERA, paper EOBs will be shut off within 30 days. You have the ability to enroll for “EFT only” and stop receiving paper checks via the ERA/EFT enrollment form or online.



We want you to know[®]



ERA overview

- ERA is available for all Aetna benefits plans.[†]
- ERA is the preferred method for providers to receive Aetna payments.
- Your current payment frequency will not change.
- You can receive separate ERA files for the same tax ID number (TIN) grouped by billing address.
- Once enrolled in ERA, you can access a printable version of the ERA. This makes it easier to submit coordination of benefits (COB) claims and view ERA files.

Online introductory course available

With our free online course, billing managers, office managers, physicians and other health care professionals can learn more about how Aetna ERA/EFT works, how to enroll and how these electronic transactions can benefit your practice. To learn more about the course or to register, log in to our secure provider website, via NaviNet[®] available through www.aetna.com/provider.

From “Aetna Plan Central,” select:

- “Education”
- Once successfully on the Education Site, select:
- “Office Staff Courses”
- “Electronic Connectivity: ERA/EFT”



Do you still have questions? Need more information?

Visit www.aetna.com and send us an e-mail by selecting the “Contact Us” link.

[†]Except those administered by our subsidiary, Strategic Resource Company (SRC).