



052810 NEWS BLAST

ELECTRONIC REMITTANCE ADVICE (ERA) ISSUES

Emdeon Commercial ERA Issue:

Some practices reported that their ERA files processed over the weekend of 05/22/2010 did not appear in Monday's (05/24/2010) ERA download.

At present, MEDTRON (MSI) believes this issue is isolated to Humana, CIGNA, United Healthcare, and Mississippi Medicaid. MSI recommends that your practice verify receipt of all outstanding ERA files. If you have received Electronic Funds Transfer (EFT) deposits or payments by check but do not have the matching ERA file, contact MSI Software Support, *per below*.

When contacted, our Support Team will create an Emdeon 24/7 case and have your file(s) requeued. **Emdeon states that because of the backlog, there may be a waiting period of 12 to 24 hours for ERAs to arrive after requesting a requeue.**

Some practices reported that they received duplicate ERA files from Emdeon:

On 04/24/2010 for **Humana**, *all checks in duplicate file dated 04/30/2010.*

On 05/22/2010 or 05/23/2010 for **Aetna**, *all EFT/checks dated 05/03/2010 or 05/17/2010.*

If you see either of these duplicates on your **Prepare Pmts/Adjs** screen (Option #11 on the **Electronic Claims** screen), do not prepare; delete.

Blue Cross/Blue Shield of Louisiana ERA Issue:

Some practices reported that they did not receive ERA files for BCBSLA beginning 05/10/2010. BCBSLA said they did a cleanup project and incorrectly removed the practice's Submitter ID from their files. If your practice experiences any BCBSLA ERA issues, please contact BCBS LA EDI Intake Coordinator, Scarlett Short at (225) 291-4334.

Thank you for your patience and know that MSI has reported these issues to Emdeon and BCBSLA.

Contact MSI Software Support if you should have any questions:

support@medtronsoftware.com

-OR-

Phone: (985) 234-0599 (local)
(800) 978-0599 (toll free)