



## EMDEON ELECTRONIC REMITTANCE ADVICE (ERA) ISSUES

An interruption in normal Electronic Remittance Advice (ERA) processing and delivery via Emdeon has been impacting ERAs expected from a variety of Payers for processing from 6/29/2010 through present. It has resulted in delivery delays for the impacted ERAs.

Emdeon continues to auto requeue the missing ERA files into the practice's TSO mailbox for download as normal. However, because of the backlog, Emdeon states that there may be a waiting period of several days for the missing ERAs to arrive after they have been requeued.

MEDTRON (MSI) recommends an alternative method to manually requeue ERA files. If your practice cannot wait for the auto requeue, contact MSI Software Support with the following information: Tax ID, 'Pay To' NPI, TSO Mailbox, Check Date, and Check Amount. MSI Software Support will setup a case with Emdeon to attempt to have your missing ERA files manually requeued.

Another option is to manually post any hard copy remittances or for EFT carriers that do not mail remits, visit the carrier specific website(s) to download the corresponding Explanation of Benefits (EOB) and remittance advice (RA) to manually post the EFT payment into the system.

MSI will continue to send updates with the latest information on this system-wide Emdeon issue.

Known carrier websites:

Aetna (<https://navinet.navimedix.com/Main.asp>)

BlueCross/BlueSheild of LA (<https://www.bcbsla.com/ilinkblue/default.asp>)

United Healthcare (<https://www.unitedhealthcareonline.com>)

MSI Software Support contact information:

Phone: (985) 234-0599

Fax: (985) 234-0609

Email: [support@medtronsoftware.com](mailto:support@medtronsoftware.com)