



EMDEON ELECTRONIC REMITTANCE ADVICE (ERA) ISSUES RESOLVED

Emdeon has resolved the issue with the interruption of normal Electronic Remittance Advice (ERA) processing and delivery. Emdeon is unable to auto requeue the missing ERA files dated 06/29/2010 through 07/09/2010. Therefore, if your practice has any missing ERA files that are still needed, contact MEDTRON (MSI) Software Support and provide the following information:

- Tax ID
- 'Pay To' NPI
- TSO Mailbox
- Check Date
- Check Amount

MSI Software Support will setup a case with Emdeon to have the missing ERA files manually requeued.

MSI Software Support contact information:

- Phone: (985) 234-0599
- Fax: (985) 234-0609
- Email: support@medtronsoftware.com