Resolving Late/Missing EFT and ERA Transactions (§4.3 of rule)

Provider who receives their 835 from a clearinghouse with relationship with Payerpath

If a Provider or their Billing Service is missing a remittance and uses a clearinghouse to receive them:
1. A Provider should contact their clearinghouse
2. If their clearinghouse receives the 835 from Payerpath/All Scripts, they should contact Payerpath/All Scripts at 1-800-327-9940 or email Clearinghouse.support@misys.com which will create a service ticket.
3. Payerpath/All Scripts then notifies the Optima Finance Team Coordinator via email with the check/control # and the date of the transaction.
4. The vendor # for the Provider needs to be verified.
    a. Verify the clearinghouse that is setup on the CSC AP1.1.1 EFT screen for the vendor #. The clearinghouse needs to be noted.
5. The file name for the transaction can be located on the CSC ADAPB341 for commercial remits and CSC ADAPB342 for self-funded remits.
    a. The file name is in the right hand corner of the screen below the transaction date and time.
6. The exact file name needs to be emailed back to Payerpath/All Scripts to verify if they have received the file.
    a. If Payerpath/All Scripts has received the file they will send the file to the receiving clearinghouse.
    b. If Payerpath/All Scripts has not received the file from Optima they will email the Optima Finance Team Coordinator and ask that the file be resent to Payerpath/All Scripts.
7. To resend the file to Payerpath/All Scripts, the Optima Finance Team Coordinator sends an email to Interface_Engine@sentara.com with the file name and the clearinghouse that needs to be resent.   It is noted in this email if Payerpath/All Scripts is asking for the naming convention to be changed.
8. An email will be sent back from Interface Engine when the file has been resent and the name it was resent with.
9. An email is sent to Payerpath/All Scripts letting them know the file has been resent.

Provider who receives their 835 from a clearinghouse without a relationship with Payerpath

1. The Provider/Billing Service should contact their clearinghouse
2. The Provider/Billing clearinghouse should notify the clearinghouse that has the relationship with Payerpath/All Scripts
3. If their clearinghouse receives the 835 from Payerpath/All Scripts, they should contact Payerpath/All Scripts at 1-800-327-9940 or email Clearinghouse.support@misys.com which will create a service ticket.
4. Payerpath/All Scripts then notifies the Optima Finance Team Coordinator via email with the check/control # and the date of the transaction.
5. The vendor # for the Provider needs to be verified.
    a. Verify the clearinghouse that is setup on the AP1.1.1 EFT screen for the vendor #. The clearinghouse needs to be noted.
6.   The file name for the transaction can be located on the ADAPB341 for commercial remits and ADAPB342 for self-funded remits.

      a. The file name is in the right hand corner of the screen below the transaction date and time.

7. The exact file name needs to be emailed back to Payerpath/All Scripts to verify if they have received the file.

      a. If Payerpath/All Scripts has received the file they will send the file to the receiving clearinghouse.

      b. If Payerpath/All Scripts has not received the file they will email the Optima Finance Team Coordinator and ask that the file be resent to Payerpath/All Scripts.

8. To resend the file to Payerpath/All Scripts, the Optima Finance Team Coordinator sends an email to Interface_Engine@sentara.com with the file name and the clearinghouse that needs to be resent. It is noted in this email if Payerpath/All Scripts is asking for the naming convention to be changed.

9. An email will be sent back from the Interface Engine when the file has been resent and the name it was resent with.

10. An email is sent to Payerpath/All Scripts letting them know the file has been resent.

Example:
1. Provider ABC receives their ERA from Navicure having no relationship with Payerpath
2. Navicure receives Provider's ERA from McKesson having relationship with Payerpath
3. McKesson receives Provider's ERA from Payerpath
4. McKesson contacts Payerpath's technical support

Provider who receives their ERA's from R2W (Report2Web)

A Provider should submit an email to EFT_ERA_Inquiry@sentara.com with the following information:

- Login ID used to sign into OH.com
- Tax ID or Optima Vendor number
- Check Number
- Check Date
- Check Amount

Provider who receives their 835 through a secure FTP site

A Provider should submit an email to EFT_ERA_Inquiry@sentara.com with the following information:

- Site name
- Login ID
- Password
- Tax ID or Optima Vendor number
- Check Number
- Check Date
- Check Amount

Missing EFT

If the Provider has not received a payment:

1. The Optima Finance Team Coordinator is notified via email with the check/control # and the date of the transaction.
2. It is verified if the EFT is commercial or self-funded and the transmission date of the transaction.
3. Once the Company information and date is known, verify that the file was sent to SunTrust.
   a. This can be done by contacting the Finance File Clerk that handles the transmission of the file to SunTrust.
   b. If the funds have not been sent to SunTrust, at this point the Finance File Clerk will process the transmission of the funds and the Provider will be notified that they will receive the funds within 48 hours.
4. It is communicated to the Provider the confirmed date of the SunTrust transmission of the EFT and the bank name and account # that the funds were transferred to.
5. The Provider is to then verify with their banking institution if the funds were received.
6. If the receiving bank cannot confirm receipt of the funds, contact is made with Optima's SunTrust representative to have the transaction researched. Then SunTrust will supply the tracking number of the transaction.
7. The Provider will be contacted and the tracking information will be provided. The Provider then needs to supply the tracking number to either bank to research.

Paper checks and remittance

If the Provider has not received a payment check and remittance:

1. The Provider contacts Optima Health through the Provider Relations call center or their network educator.
2. The Optima representative verifies the payment information, check number and date.
   a. The Optima representative verifies in CSC if a check has cleared the bank by looking at the RI screen from the HC444.
3. If the representative cannot verify that the check has cleared, an internal service form through Macess to the Finance department is initiated. The representative will provide the Finance department the following information:
   a. Vendor
   b. Claim #
   c. Check #
   d. Control #
   e. A brief description
4. The Finance department works a queue in Macess daily.
5. The Finance representative will use the information to verify with SunTrust if the check has cleared the bank.
   a. If the check has cleared the bank, the Finance representative attaches a copy of the cancelled check to the service form and returns the information to the customer service representative.
   b. If the check has not cleared the bank, the service form is sent to the appropriate Medical Payment Specialist within Finance to have the check voided and reissued. The check and remit is reissued at the next company check run.