

## **FAQ's**

### **Electronic Remittance Advice Electronic Funds Transfer**

Description: By federal law related to administrative simplification, ODS is required to have the ability to send electronic payment and remittance to the provider and health system community. The federal law outlines the electronic format and data that must be included in the electronic transfer. The standard used is known as the HIPAA 835.

#### **What is Electronic Remittance Advice?**

Electronic Remittance Advice (ERA) is an electronic file that provides the explanation for how ODS paid a claim. It replaces the paper PDR (Payment Disbursement Register)

#### **What is Electronic Funds Transfer?**

Electronic Funds Transfer (EFT) is the method used to send a payment to a bank account electronically. It replaces the paper check.

#### **What if I want an electronic payment but I want my PDR to be sent to me on paper?**

ODS does not offer that option. The options that ODS offers are two:

- a. Paper check and Paper PDR (like you receive today)
- b. ERA/EFT where the payment and the explanations of the payments are both electronic.

#### **What if I still want a Paper PDR?**

You would work with your programming staff or vendor to develop this document based on the information received in the electronic file. ODS does not supply paper PDR's once you are in production with ERA/EFT.

#### **How do I know this works?**

Once your request for ERA/EFT is accepted, we work with you in a production simulation environment. While in production simulation you will continue to receive your paper checks and PDR. You will also receive the electronic remittance file either directly or through your clearinghouse. The purpose of simulation is to allow you to compare the current information you are receiving on paper with that information that you will receive electronically. The information including contractual amounts, patient responsibility, or other discounts will match.

Once you are at ease with the accuracy of the information as well as have adapted the electronic file to your system, you will authorize ODS to move to production for ERA/EFT.

**How often will I be paid?**

The payment cycle is unchanged. ODS makes weekly payments. We also have occasion to send files periodically during the week ---these are usually 'zero payments' where no money is transferred or adjustments to previously paid claims.

**What about 'zero pay's ?**

You will receive ERA's for claims where no payment is made. This will allow you to update your billing system.

**What else is different about the ERA/EFT?**

The explanation codes used in the ERA are the federal adjustment reason codes (ARC) and Remark Codes. These codes have been mapped to the ODS FACETs Explanation codes.

**How do I sign up?**

Contact Lan Pham at 503-265-5632 or Arlene Gaddi at 503-265-5619. You will need to provide banking information including account numbers and routing numbers for your accounts. You are required to have NPI (National Provider ID's) in order to receive ERA/EFT. We will validate NPI's as part of setup process. Also, ODS requires that outstanding overpayments are resolved prior to starting the EFT/ERA process.

**Where do I go for help related to ERA/EFT?**

Did not receive the electronic payment:	EDI
Did not receive the ERA	EDI
I am having difficulty tying the ERA and EFT Together (reassociating the 2 documents)	EDI
To discuss the payment	Customer Service
To discuss the payment codes	Customer Service
To discuss interest payments	Customer Service
To discuss payment reversal and corrections	Customer Service
I want to change banks/bank accounts	EDI
I want to enroll in ERA/EFT	EDI

I want to dis-enroll from ERA/EFT	EDI
I am changing clearinghouses	EDI
I am changing practice Management systems	EDI
I am going to a new practice/group and want to keep ERA and EFT coming	EDI