



September 11, 2013

Montana Health Care Programs Notice

All Providers

Effective January 1, 2014

Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) Changes

This provider notice supersedes all written documentation regarding EFT and ERAs, including *Claim Jumper* articles and announcements posted on the Provider Information website.

By January 1, 2014, all Montana Health Care Programs providers (Medicaid/HMK *Plus*, CHIP/HMK, and Mental Health Services Plan) must receive EFT payments and ERAs, mirroring the change Medicare is implementing.

All providers who currently receive a paper warrant or paper remittance advice must sign up for direct deposit and provide information to receive ERAs. In addition, providers who currently receive EFT, ERA, and a paper RA will no longer receive a paper RA effective October 1, 2013.

Providers are strongly encouraged to enroll as soon as possible. All providers must have registered for the web portal and have their paperwork submitted to Provider Relations by December 15, 2013, to be eligible for payment and receive applicable ERAs.

If you are enrolled in EFT, receive ERAs, have already registered for the Montana Access to Health (MATH) web portal, and completed a Trading Partner Agreement (TPA) you meet the requirements of the policy and no additional documentation is needed.

Providers who currently receive paper checks and/or paper RAs must follow the process below to transition to EFT and electronic RAs.

Forms Needed

- [Direct Deposit](#)
- [Trading Partner Agreement](#)

EFT Instructions

To enroll in EFT, a provider must complete the Direct Deposit form.

1. The provider completes and signs the Direct Deposit Form and has their financial institution complete and sign *their* portion.
2. The provider faxes or e-mails the Direct Deposit form to Provider Relations.
3. Upon receipt of the form, Provider Relations adds the EFT information to the provider's profile. This process takes up to 10 business days. Once completed, the provider will get paid via EFT on the next payment cycle.

ERA Instructions

To receive ERAs, a provider must complete the Trading Partner Agreement (TPA) for electronic claims submission **and** register on the Montana Access to Health web portal so that he/she can view the ERAs.

1. The provider prints, completes, and signs the TPA. The provider must include his/her NPI/API on the last page of the TPA.
2. The provider faxes or mails the TPA to Provider Relations.
3. Once Xerox receives the TPA, the provider is given access to the web portal. This process takes up to 10 business days.
4. Xerox mails the Welcome Packet to the provider. This packet contains the user ID and password for the web portal and the provider's submitter ID.
5. Providers can then register online using the information provided in the Welcome Packet or call Provider Relations for assistance. **Note:** Upon registering, providers are notified via e-mail that they must change their password and have 24 hours to do so.
6. Once registered, the provider clicks on *Retrievals* and *View e!SOR Reports* to access an RA (in PDF format).

Contact Information

Mail enrollment documents to Provider Relations at the address below:

Provider Relations
P.O. Box 4936
Helena, MT 59604
406.442.4402 Fax

For claims questions or additional information regarding this provider notice, contact Provider Relations at 1.800.624.3958 (toll-free, in/out of state) or 406.442.1837 (Helena) or via e-mail at MTPRHelpdesk@xerox.com.

Visit the Provider Information website at <http://medicaidprovider.hhs.mt.gov>.