



December 18, 2014

Montana Health Care Programs Notice

All Providers

Final Notice

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, provider notices, and announcements posted on the Provider Information website.

All Montana Healthcare Programs providers (Medicaid/HMK *Plus*, CHIP/HMK, and Mental Health Services Plan) will be moved to EFT (direct deposit) and ERA over the next two months.

In order to accomplish this transition, Xerox will eliminate both the paper remittance advice option and paper warrants/checks. **Providers may be affected as early as December 1, 2014.**

To avoid disruption in receiving remittance advices and payments, providers should initiate the change to EFT/ERA as soon as possible. All providers must be registered for the web portal and submit their paperwork to Provider Relations to be eligible for payment and receive applicable ERAs in 2015.

If you are enrolled in EFT, receive ERAs, completed a Trading Partner Agreement (TPA) and have already registered for the Montana Access to Health (MATH) web portal, you meet the requirements of the policy and no additional documentation is needed. Providers who currently receive paper checks and/or paper remittance advices must follow the process below to transition to EFT and ERAs.

Forms Needed

To sign up for EFT (direct deposit) and register for the web portal, providers need to complete the documents listed below and mail or fax them to Provider Relations (see next page). See the Forms page for the needed documents. **A letter from your financial institution verifying legitimacy of the account is also required. The letter must include the name and contact information of the bank representative and be signed by the bank representative.**

- Montana Medicaid Electronic Funds Transfer (EFT) & Electronic Remittance Advice (ERA) Authorization Agreement
- Trading Partner Agreement
- Letter from your financial institution verifying the routing number and account number. The letter must include the name and contact information of the bank representative and must be signed by the bank representative. Do not send voided checks or deposit slips.

EFT Instructions

To enroll in EFT:

1. The provider completes and signs the EFT & ERA Authorization Agreement.
2. The provider faxes or mails the EFT & ERA Authorization Agreement **and financial institution letter** 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 MATH 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. Once the TPA is received, the process takes up to 10 business days.
3. Xerox mails the Welcome Letter to the provider. This letter contains the credentials to register for the web portal (user ID and password) and the provider's submitter ID.
4. Providers can then register online using the information provided in the Welcome Letter. *Click the Log in to Montana Access to Health* link at the top of the Provider Information website. You may also want to refer to the web portal tutorials: [Web Portal Registration](#) and [Web Portal Navigation](#). **Note:** Upon registering, providers are notified via e-mail that they must change their password and have 24 hours to do so.
5. Once registered, providers must access *Manage Users* and *Update or Remove Users* and grant themselves Security Privileges following the instructions given. You must log out and back in for the privileges to take effect.
6. To access a remittance advice (in PDF format) click on Retrievals and View e!SOR Reports. For multiple providers to appear on your drop-down list in the web portal, you must submit a Link Request (see the Forms page).

Providers may also request an 835 ERA delivered to their clearinghouse.

Please contact your clearinghouse or software vendor to begin that process.

Contact Information

Mail or fax enrollment documents to Provider Relations at the address or fax number below:

Provider Relations
P.O. Box 4936
Helena, MT 59604
406-442-4402 (Fax)

For claims questions or additional information, 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 Montana Medicaid Provider Information website.