

UPDATED ONLY FOR LOGO AND BRANDING**Provider Notice**

To: All HealthChoices Providers
From: Sheryl Swanson, MBA, VP, Provider Network Operations
Date: October 15, 2011
Subject: **AD 11 113 Transition to EMDEON for Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT)**

This notice affects all PerformCare Providers so please route this information to your Claims and Information Technology Departments. EMDEON will be the exclusive resource for electronic remittance advice (ERA) and electronic funds transfer (EFT) as of January 1, 2012.

PerformCare has arranged for EMDEON to deliver ePayment services, consisting of electronic funds transfer (EFT) services and electronic remittance advice (ERA) transactions in the postable 835 format.

Effective immediately, PerformCare will not accept any new electronic funds transfer (EFT) enrollments. EFT arrangements that are currently in place directly through PerformCare will discontinue as of November 30, 2011. Beginning December 1, 2011, all EFT payment will be made through EMDEON. **If not already, in the very near future, EMDEON will contact all providers that are currently set up to receive electronic funds transfer through PerformCare to assist with pre-enrollment with EMDEON.**

As well Providers should be aware that electronic remittance advice will also be provided exclusively through EMDEON as early as November 30, 2011. Once in place with EMDEON, ERA will no longer be available on eCura® ProviderConnect.

Please review the attached information carefully and contact your Provider Relations Representative with any questions or concerns.

EFT Enrollment Instructions

New EFT Customers:

PerformCare has provided Emdeon with pre-enrollment information to assist in the EFT Signup Process. There are a few steps left for the provider to complete. Once the information is finalized and PerformCare is in Production, your payments will be deposited via EFT. Within a few weeks, you will receive a separate email with a Registration Code and a link to the Provider Self Registration Tool. You will need to finalize the registration process following the steps outlined below:

Step 1: Using the email with the Registration Code provided, access the Provider Self Registration Tool located: www.emdeon.com/eftsignup

Step 2: For assistance in the Registration Process, access the Provider Self-Enrollment User Guide located under the “Downloads” section: www.emdeon.com/epayment

Step 3: Once the Registration is completed, a signed ePayment Enrollment Signature form will populate and must be submitted to Emdeon via fax or email.

Step 4: The final step is a ghost transaction (prenote) into your bank account. This small deposit will be used to validate the EFT setup. This final validation step will complete the Enrollment Process.

Step 5: Payment Manager System information will be emailed to you with directions on accessing the system, searching data, viewing, and downloading payments.

Helpful Hints for a Smooth EFT Enrollment

1. Ensure that you are an authorized representative of the designated provider.
2. Have your contact, organization, and financial account information available.
3. Review all terms, pricing and authorization forms prior to submitting them to Emdeon.
4. Review the EFT Frequently Asked Questions on www.emdeonepayment.com

For Existing Emdeon EFT Customers:

If you are an existing EFT customer with Emdeon and wish to add PerformCare to your service, you may be signing into the Online EFT Enrollment and Account Management portal (www.emdeon.com/eftsignup) using your existing Username and Password.

If you have any questions regarding adding payers or your ePayment service in general, please contact our EFT Enrollment Team at 866.506.2830 Option 2.

We are working hard to add more payers to our ePayment EFT product suite every month. Please make sure you visit our online Payer List frequently to check for new payer availability.