

Subject: ERA Processing Issues and Corrective Actions

Dear Valued Clients,

We are working hard and making solid progress to ensure your insurance claims will be processed for payment fast, reliably and without error. For those of you who were using the Zyantus clearinghouse, we greatly appreciate the patience you have demonstrated as we work through the difficult transition necessitated by Zyantus' untimely decision to discontinue their operations on December 22.

Now that we are getting through the toughest part of the transition, i.e., getting your claims to flow without rejections, we want to ensure that your ERAs are also being processed in an efficient manner that helps you manage your practice easily. Accordingly, the purpose of this note is to assist with transition issues you may encounter with regard to proper handling and processing of your ERAs.

First and foremost, rest assured that for all of you who are properly enrolled and set-up with your payers for ERA processing, all of your ERAs will be posted in our PayDC/APS application in a timely way with no additional action required on your part.

For those of you who are experiencing any issues with ERA processing, please understand that there are certain areas where we can intervene and help you directly; and other situations that simply must, by law, be handled directly between you (the provider) and your payers. What we want to do is help you identify the problem areas and guide you to the best and fastest way to get any ERA processing problems fixed.

Here is a summary of the primary ERA processing issues and what you can do to resolve them:

1. Lag Time Required by Payers to Set-up ERA Processing for Your Practice

- a. **The Issue:** If your ERA enrollment forms were successfully completed with payers and you are still not receiving all of your expected ERAs in a timely way on our PayDC/APS application, then it is quite possible that the reason is because of the amount of time your payers are taking to process your ERA enrollment form(s) and get your practice set up. We wish we could make payers move faster on your behalf but, unfortunately, PayDC/APS cannot control this. Some payers process ERA enrollments faster than others. Also, please note that once your payers activate your practice to generate ERAs to our clearinghouse, most of them will NOT retroactively process ERAs to our clearinghouse for any claims submitted prior to your activation date.
- b. **How to Resolve:** In this situation, your best option will be to retrieve your ERAs directly from your payers until such time as your payers activate ERA processing for your practice to our clearinghouse. The good news is that your ERAs will be available for you from your payers, but you have to go and get them yourself. We assure you that whatever ERAs your payers send back to PayDC/APS will be promptly processed and posted for you on our application. However, we are simply not permitted to go directly to your payers on your behalf to retrieve your ERAs from their portals. This is not allowed. We suggest that, when you contact your payers to inquire about the status of your ERA enrollment and set-up, you should also confirm with them the date when they

will officially activate ERA processing to our clearinghouse for your practice. Once this is operational, your ERAs will be reliably posted on the PayDC/APS application.

2. Zyantus ERA Processing Gap

- a. The Issue: There may be limited instances close to Zyantus' closing date when Zyantus may not have returned to PayDC/APS an ERA corresponding to some of your submitted claims. If this occurred, ERAs will simply not be available for PayDC/APS to post for you on our application.
- b. How to Resolve: In this situation, your best option, again, is to obtain your ERAs directly from your payers. The good news is that your ERAs will be available for you from your payers. We reiterate that PayDC/APS is simply not permitted to retrieve your ERAs, on your behalf, directly from your payers' portals.

3. ERA Enrollment Problems

- a. The Issue: It is possible that certain of your expected ERAs are not processing because you have not completed your required ERA enrollment form(s) for payers, or you have not completed ERA enrollment form(s) correctly. Note: Payers do not send PayDC/APS confirmation of your successful ERA enrollments so this is something you must confirm directly.
- b. How to Resolve: If this is your issue, you should contact your payers directly to confirm with them that you have completed their ERA enrollment forms successfully and they are in the process of setting up and activating your practice for ERA generation to our clearinghouse. Please also confirm the date when your payers expect to officially start processing ERAs for your practice to our clearinghouse.

We hope you find this information helpful. Our team is committed to working with you to navigate remaining transition issues to ensure your claims process flawlessly and your ERAs get posted in a timely and effective manner. We look forward to addressing any remaining issues as expeditiously as possible.

Thank you!

PayDC/APS Leadership Team

Questions? You can always contact the Service Desk.

- If you are a PayDC customer, the phone number is (888) 306-1257; please choose option 4 for Service Desk.
- If you are an Advanced Provider Solutions customer, the phone number is (855) 283-4940; please choose option 4 for Service Desk.
- If you would like to contact the Service Desk via e-mail, please use the [Contact Us form on our website](#)