



**Establishing 835 Electronic Remittance Advice (ERA) for your organization.**

**Note: DCHP's clearinghouse is Emdeon Payer ID # 74284.**

**Provider Procedures to establish 835 Transactions between DCHP and the Provider:**

- 1) Providers contact their clearing house and have them set up the provider to accept the 835-Claim Payment/Advice Processing file.
- 2) If no clearing house is used by the Provider, Providers go to [www.emdeon.com](http://www.emdeon.com)
  - a) Click on Enrollment Forms on left hand side
  - b) Click either Institutional ERA Payers or Professional ERA Payers
  - c) Search for the appropriate Health plan in list provided
  - d) Click on the Health plan name and this will bring up the form in which needs to be completed in order to receive 835/ERA files.
- 3) Once form is completed Emdeon will enroll the provider and notify DCHP (via a daily spreadsheet) that a new provider has signed up to receive the 835 file for the appropriate Health plan.
- 4) Since DCHP sends a full 835 (all claims for all providers) file to Emdeon the provider would begin receiving the ERA file with the next RFF, which are produced Bi-Weekly.
- 5) DCHP will continue to furnish a PDF version of the EOP's on the web site as we do now.
- 6) If the Provider has any Business questions/errors regarding claims
  - a) Contact DCHP Customer Service
- 7) If the Provider has any technical questions/errors
  - a) If the Provider has a practice or hospital management system
    - i) Contact the software vendor customer support
      - (1) If necessary the practice management system support will contact the providers clearing house
        - (a) If necessary the Provider's clearing house will contact Emdeon
          - (i) If necessary Emdeon will contact DCHP
  - b) If the Provider does not have a practice or hospital management system
    - i) Contact the Provider's clearinghouse
      - (a) If necessary the Provider's clearing house will contact Emdeon
        - (i) If necessary Emdeon will contact DCHP