



# 835 Enrollment Emblem Update



## El Billing Providers:

In early December 2015, the SFA sent a communication with instructions on how to use the PNC Remittance Advantage tool to enroll to receive 835s (also called Electronic Remittance Advice, or ERA) for EmblemHealth<sup>1</sup>. This update is to inform EI Billing providers of an issue that some providers have encountered when attempting to enroll using PNC Remittance Advantage.

When completing the enrollment process in PNC Remittance Advantage, providers must select “Clearinghouse” as the method of ERA receipt. See below for steps on how to correctly complete the enrollment process:

1. Log into PNC website
2. Go to **Payees/EFT**
3. Click the tab **ERA MGMT**
4. Select “Clearinghouse”
5. Enter in Emdeon’s Information, as follows:
  - Emdeon
  - 3055 Lebanon Pike
  - Nashville, TN 37214
  - Phone: 866-924-4634
  - Contact Name: Enrollment Help Desk
  - Email: [payerregistration@emdeon.com](mailto:payerregistration@emdeon.com)
6. Enter in Effective Date
7. Submit
8. Sign Electronic Signature and Submit

If there is no **ERA MGMT** tab when you navigate to Payees/EFT on the PNC website, you may have incorrectly setup your ERA/EFT account. In this case, please call PNC Remittance Advantage at (877) 597-5489 to change the ERA destination to Emdeon.

**Note:** *If you have already registered for PNC Remittance Advantage and you are currently receiving 835s from these payers, you may disregard this notice – no further action is needed on your part.*

Following enrollment in the 835 process, BEI will be ending manual entry of EOBs for all EI Billing Providers. The SFA will work to guide providers through this transition as seamlessly as possible, so that all EI Billing Providers can begin experiencing the multitude of benefits offered by the 835 process.

If you have any questions about the enrollment process, please contact the PCG Customer Service Center at (866) 315-3747.

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<sup>1</sup> There are several small payers that also use PNC Remittance Advantage for 835 enrollment, including: Medical Mutual, Mutual of Omaha, NALC, Physicians Health Plan, Lincoln Financial Group, ConnectiCare. This update applies to these payers as well.