835 Enrollment
Emblem and Oxford

EmblemHealth and Oxford utilize PNC Remittance Advantage as a tool to allow providers to enroll for 835s (also called Electronic Remittance Advice, or ERA) and/or EFT (Electronic Funds Transfer) delivery services for health care claims payments.

To access the PNC RA portal to enroll in 835s: Copy the link shown below into your browser and you will be directed to the location to register as a new user:

https://rad.pnc.com/

Registration for New Users: Click on the Register for Portal and Online Payment Services link (highlighted in yellow below), and follow the steps below. (Note: You may be asked to provide payer information from recent checks or EOBs to validate the information you provide.)

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Step 1: Email and Tax ID

- Enter email address
- Confirm email address
- Enter in the agency/provider Tax ID
- Enter in the CAPTCHA displayed on the screen (See example on right)

Security Check

14950

↻ New Words
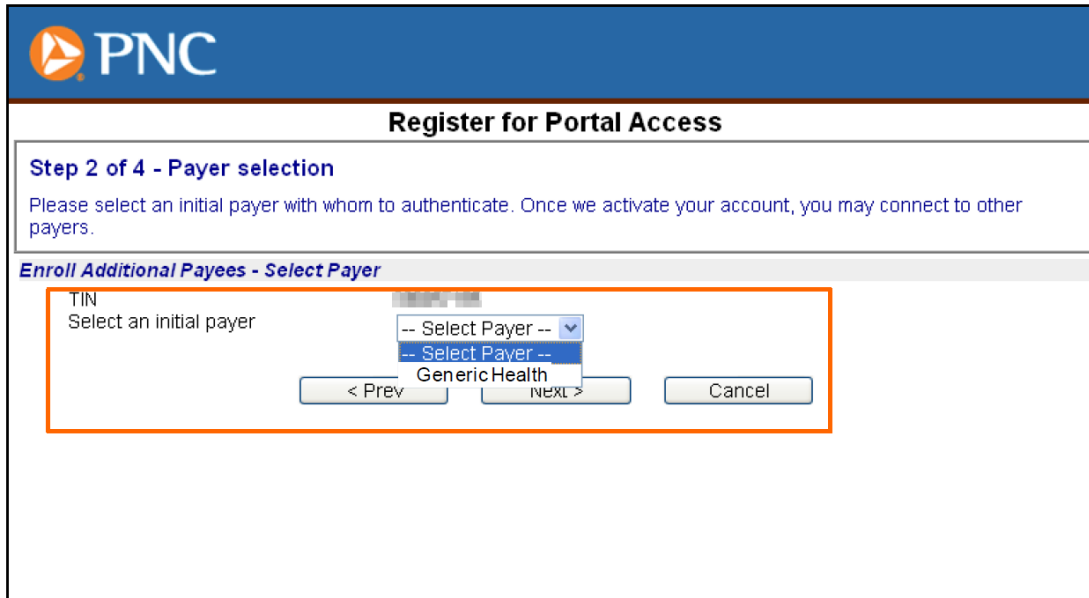➡ Vision Impaired
ⓘ Help

Please type both words separated by a space:

Note: To the right of the screen is a blue hyperlink labeled "About the Enrollment Process". Click this link to display a pop-up that contains printable basic information about the enrollment process.

Once you have populated all of the fields, you may select the Next button at the bottom of the screen.
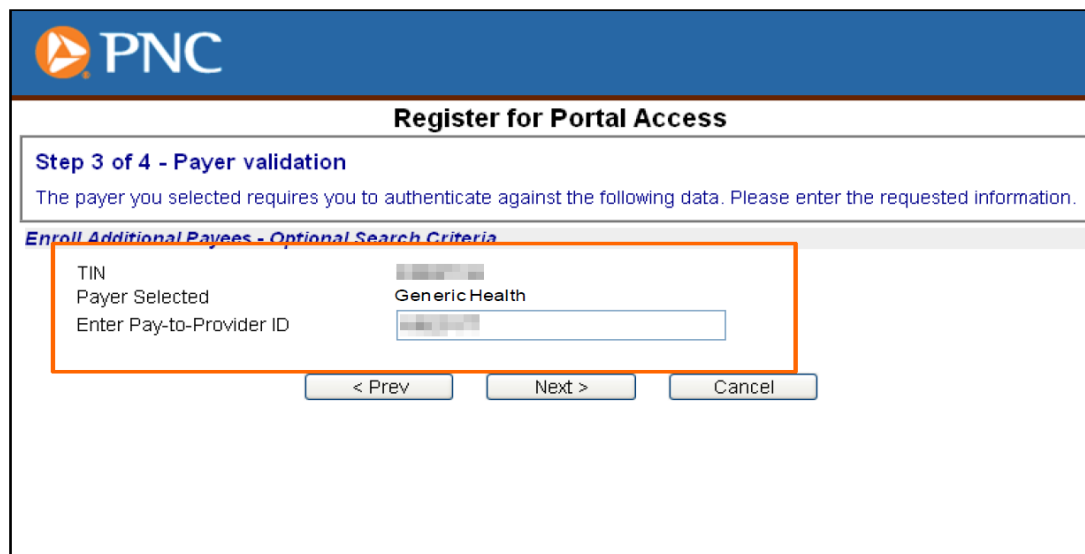
Step 2: Payer Selection

- Select an initial payer with whom to authenticate. Only payers who recognize your Tax ID will be listed in the drop down box. Once your account is activated, you may connect to other payers.

- Once you have selected your initial payer, select the Next button at the bottom of the page.

PNC

Register for Portal Access

Step 2 of 4 - Payer selection

Please select an initial payer with whom to authenticate. Once we activate your account, you may connect to other payers.

Enroll Additional Payees - Select Payer

TIN

Select an initial payer   -- Select Payer -- ▼
                                  -- Select Payer --
                                  Generic Health

[< Prev]   [Next >]   [Cancel]

Step 3: Payer Validation

- Enter in the information requested by the payer in order to validate your Tax ID.

PNC

Register for Portal Access

Step 3 of 4 - Payer validation

The payer you selected requires you to authenticate against the following data. Please enter the requested information.

Enroll Additional Payees - Optional Search Criteria

TIN

Payer Selected   Generic Health

Enter Pay-to-Provider ID

[< Prev]   [Next >]   [Cancel]

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Step 4: Contact and Business Information

- **Section 4a: Partial Account Information**
  - Enter Provider Contact Name
  - Enter Title
  - Enter Agency/provider Phone #
  - Enter Agency/provider Email address
  - Enter Fax Number (optional)
  - Enter a Second Contact Name
  - Enter Second Contact Title
  - Enter Second Contact Phone #
  - Enter Second Contact Email Address

4a. Enter Portal Account Information

Provider Contact Name	John Doe	Email Address	example24@pnc.com
Title	Manager		
Telephone Number	555-555-5555	Fax Number (optional)	
Second Contact Name	Jane Doe	Email Address	example25@pnc.com
Title	Manager		
Telephone Number	555-555-5555		

- **Section 4b: Business Information**
  - Enter Provider Name
  - Enter Doing Business As (DBA), if applicable
  - Enter Street Address
  - Enter City
  - Enter Zip Code

4b. Enter Business Information

Provider Name	Bob Doe
Doing Business As Name (DBA)	
Street	123 Main Street
City	Anytown
State	PA
ZIP Code/Postal Code	11111

- **Section 4c: Review Terms and Conditions**
  - Review and accept the PNC Bank Remittance Advantage Portal Terms and Conditions. You must check the box in front of "I Accept", which opens a new window containing the Terms and Conditions, before selecting the Next button at the bottom of the screen.
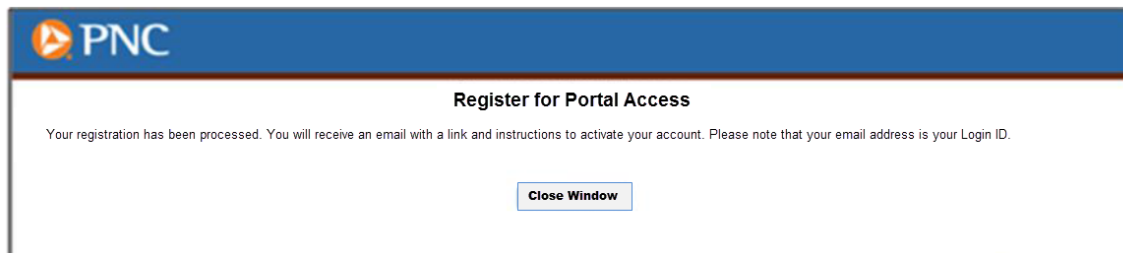
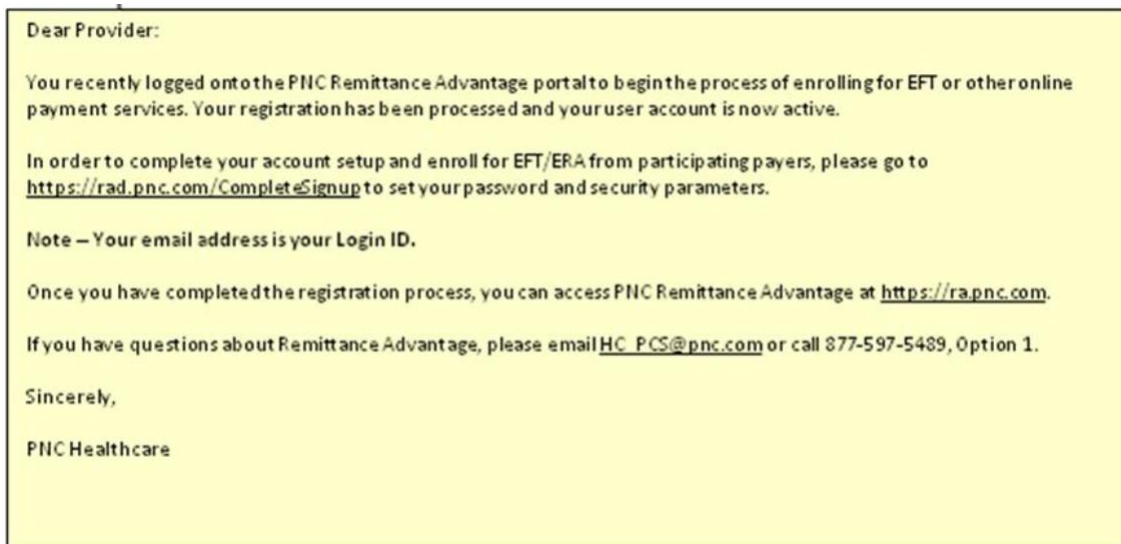### 4c. Review and Accept PNC Bank Remittance Advantage Portal Terms and Conditions

Review Terms and Conditions   ☐ I Accept

Confirmation Email

Once you have completed the four initial registration steps, the screen will display a confirmation message.

PNC

Register for Portal Access

Your registration has been processed. You will receive an email with a link and instructions to activate your account. Please note that your email address is your Login ID.

Close Window

After submitting your registration, you will receive an email prompting you to complete the registration process by selecting the hyperlink within the email and establishing your security parameter.

Dear Provider:

You recently logged onto the PNC Remittance Advantage portal to begin the process of enrolling for EFT or other online payment services. Your registration has been processed and your user account is now active.

In order to complete your account setup and enroll for EFT/ERA from participating payers, please go to https://rad.pnc.com/CompleteSignup to set your password and security parameters.

Note – Your email address is your Login ID.

Once you have completed the registration process, you can access PNC Remittance Advantage at https://ra.pnc.com.

If you have questions about Remittance Advantage, please email HC_PCS@pnc.com or call 877-597-5489, Option 1.

Sincerely,

PNC Healthcare

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Security Parameters

The hyperlink within the email will take you to the **Reset Password** page. On this page, you must:

- Enter a new password
- Repeat the new password
- Select a security question
- Provide the security question answer

Note: Password must contain a minimum of 8 characters, contain at least 1 number and contain at least 1 letter. Your new password cannot repeat the same character more than twice, cannot contain your login ID, and cannot contain any part of your name.

Select the **Update** button in the top right hand corner, when you have completed all the fields.

Note: Registration is not finalized until the security parameters have been established and your account is updated.

If you have questions completing the forms or adding payers, please call PNC Remittance Advantage at 1-877-597-5489. Representatives are available to give you step by step instructions and help you complete your enrollments.

Once you receive your login and password, you must log on and enter in your banking information in order to enroll in 835 (ERA). The PNC RA representatives are available to walk you through the ERA enrollment screens.

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