

**CHILDREN'S SPECIAL HEALTH CARE SERVICES  
PROVIDER BULLETIN 0011**

January 1, 2014

Dear Provider:

**Children's Special Health Care Services (CSHCS) Late/Missing EFT and ERA Transactions Resolution Procedure**

**835 – Electronic Remittance Advice (ERA) Transactions:**

Under the Affordable Care Act Operating Rule 370, section 4.3, late or missing is defined as a maximum elapsed time of four (4) business days following the receipt of either the Healthcare Electronic Funds Transmission (EFT) Standards or v5010 X12 835. CSHCS providers should be aware that it normally takes between 24-48 business hours from the Auditor of State's payment to the receipt and availability of your 835.

If the remittance is not available and is outside of the maximum elapsed time of four (4) business days following the receipt of either the Healthcare EFT Standards or v5010 X12 835, CSHCS providers and vendors and/or clearinghouses should contact CSHCS Electronic Data Interchange (EDI) Department for missing or late ERAs (835) at 1-800-475-1355 and select option 5 and then option 1, or 1-317-233-9803, or emails may be sent to [edimail@isdh.in.gov](mailto:edimail@isdh.in.gov).

The CSHCS EDI Department will begin research to determine if the ERA is missing or late. If late, the EDI Department will review the application for approximate delivery date and provide the information to the provider and vendor or clearinghouse/software. If information is missing, EDI will research to determine the root cause of the missing ERA, generate, and place in the provider's and vendor or clearinghouse/software's outbound folder.

If there is an enrollment issue between the vendors and/or clearinghouse/software that prevented the delivery of the ERA, EDI will contact the vendor and/or clearinghouse/software to ensure all agreements are completed and sent to the EDI Department.

**835 – Electronic Funds Transfer:**

Under the Affordable Care Act Operating Rule 370, section 4.3, late or missing is defined as a maximum elapsed time of four (4) business days following the receipt of either the Healthcare EFT Standards or v5010 X12 835.

NOTE: If the bank account was enabled 7-10 business days before the expected payment, it is too soon to receive an EFT. The provider must allow 7-10 additional business days to receive funds electronically. If the provider is still receiving paper checks, please contact the CSHCS Provider Relations Section for EFT enrollment information at 1-800-475-1355 and select option 5.

If the EFT is not available and is outside of the maximum elapsed time of four (4) business days following the receipt of either the Healthcare EFT Standards or v5010 X12 835, provider and/or vendor must contact the Auditor of State's office to research the missing EFT.

The Auditor of State's office will research to determine the root cause for the missing or late EFT. The Auditor of State's office will verify EFT enrollment information is correct, which may include the following (a) the bank account is enrolled and enabled (b) verify provider has EFT services for the provider (c) and the payment was delivered.

Sincerely,

Children's Special Health Care Services  
Provider Relations