



# PROVIDER BULLETIN

<b>Aetna Better Health® of Florida</b> 9675 NW 117 <sup>th</sup> Ave, Suite 202 Miami, FL 33178  <b>AetnaBetterHealth.com/Florida</b>	<b>Date:</b>	January 30, 2023
	<b>Purpose:</b>	Educate providers on our new EFT/ERA process
	<b>Subject:</b>	EFT/ERA Registration Services (EERS)
	<b>Products:</b>	MMA, LTC, FHK
	<b>From:</b>	Provider Relations

## Aetna Better Health® of Florida EFT/ERA Registration Services (EERS)

Dear Providers,

Aetna Better Health is partnering with **Change Healthcare** to introduce the new **EFT/ERA Registration Services (EERS)**, a better and more streamlined way for our providers to access enroll in electronic payment services. **This change will be effective February 1, 2023.**

### What is EERS?

EERS will offer providers a standardized method of electronic payment and remittance while also expediting the payee enrollment and verification process. Providers will be able to use the Change Healthcare tool to manage EFT and ERA enrollments with multiple Aetna Medicaid payers on a single platform.

### How does it work?

EERS will give payees multiple ways to set up EFT and ERA in order to receive transactions from multiple payers. If a provider's tax identification number (TIN) is active in multiple states, a single registration will auto-enroll the payee for multiple Aetna Medicaid payers. Registration can also be completed using a national provider identifier (NPI) for payment across multiple accounts.

Providers who currently use Change Healthcare as a clearinghouse will still need to complete EERS enrollment, providers who currently have a pending EFT Enrollment application with Aetna Better Health Medicaid will not need to resubmit. Once enrolled, payees will have access to the Change Healthcare user guide to aid in navigation of the new system.

### How and when do I enroll?

All Aetna Better Health Medicaid plans will migrate payee enrollment and verification to EERS; your individual health plan will reach out with state-specific enrollment deadlines. To enroll in EERS, please visit <https://payerenrollservices.com/>.

For questions or concerns, please reach out to your Aetna Provider Network team or visit the [Change Healthcare FAQ page](#).

*For providers only, not intended for members distribution and or marketing material.*

**AetnaBetterHealth.com/Florida**

FL-23-01-01

# PROVIDER BULLETIN

Change Healthcare Support Team can be contacted at 800-956-5190 Monday through Friday 8:00am to 5:00pm CST.

Thank you for your continued participation in the Aetna Better Health of Florida network. Please contact our Provider Services line should you have any questions at:

**Phone: MMA: 1-800-441-5501**

**LTC: 1-844-645-7371**

**FHK: 1-844-528-5815**

**Email: [FLMedicaidProviderRelations@aetna.com](mailto:FLMedicaidProviderRelations@aetna.com)**

Thank you,

## **Aetna Better Health of Florida**

**CONFIDENTIALITY NOTICE:** This message is intended only for the user of the individual or entity to which it is addressed and may contain confidential and proprietary information. If you are not the intended recipient of the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you received this communication in error, please notify the sender at the phone number above. **NOTICE TO RECIPIENT(S) OF INFORMATION:** Information disclosed to you pertaining to alcohol or drug abuse treatment is protected by federal confidentiality rules (42 CFR Part 2), which prohibit any further disclosure of this information by you without express written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient

*For providers only, not intended for members distribution and or marketing material.*

**[AetnaBetterHealth.com/Florida](http://AetnaBetterHealth.com/Florida)**

FL-23-01-01