ERA/EFT Setup-Change Request
Provider Help Documentation
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Provider Access

Access to the ERA/EFT Setup-Change Request Application may be from the secured Humana.com Provider Portal or the unsecured Humana.com Provider Portal.
**SECURED ACCESS**

If you are already a Humana.com registered user, you can log into the ERA/EFT Setup-Change Request Application once you have logged into the Humana.com secured Provider Portal.

The path is as follows:

www.Humana.com >> Providers tab >> Log in >> Click the **Electronic Remittance** link >> Click the **ERA/EFT Setup-Change Request** link.
When accessing the 835 ERA/EFT Setup-Change Request Application via the unsecured Humana.com Provider Portal, the path is as follows:

www.Humana.com >> Providers tab >> Tools and Resources >> Click the **Electronic Remittance** link >> Click the **ERA/EFT Setup-Change Request** link.

When accessing the ERA/EFT Setup-Change Request Application from the unsecured Provider Portal on Humana.com, you must first enter two sets of check information so that your information is authenticated.

To do this, you must first enter the **Requestor Information** and **Tax ID** for which you wish to add or update ERA/EFT in the top section.

Next, you must enter two check numbers, the corresponding check dates, and the corresponding check amounts. See the next page for more information on locating check numbers, amounts and dates.

Once this information is entered, click the **Validate** button. If the check information you have entered matches up with the tax id you entered, a message will display telling you that check validation was successful and you may continue by clicking the **Next** button.

### ERA/EFT Enrollment and Maintenance Request Process

This function is used to request new ERA and EFT setup and update existing setups. Any adds or updates require verification of the requestor's identification. To perform this validation you must enter two check numbers, check dates and check amounts for recent payments from Humana.

<table>
<thead>
<tr>
<th>Requestor Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Requestor Name</td>
</tr>
<tr>
<td>* Requestor E-mail</td>
</tr>
<tr>
<td>* Confirm Requestor E-mail</td>
</tr>
<tr>
<td>* Requestor Phone Number (e.g. 5555555555)</td>
</tr>
<tr>
<td>Requestor Phone Extension</td>
</tr>
<tr>
<td>* Tax ID</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Check Number Validation</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Check Number 1</td>
</tr>
<tr>
<td>* Amount</td>
</tr>
<tr>
<td>* Date</td>
</tr>
</tbody>
</table>

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CHECK HELP

For authenticating access on the unsecured provider portal

The check number is located at the top right of the check. Enter two different check numbers for checks 1 and 2 into the corresponding fields in the Check Number Validation section.

The check amount is located on the right-hand side of your check, under the check number. Enter this number for checks one and two into the corresponding fields in the Check Number Validation section.

The check date is located on the right-hand side of your check, under the check number. Enter this number for checks one and two into the corresponding fields in the Check Number Validation section.

Below is an example check highlighting the information needed and the corresponding fields on the Check Number Validation screen. Repeat this step for check two information, except with a different check.

Check information may also be found in your 835. This information is located in the BPR and TRN segments of the 835:

BPR*I*200.5*C*CHK***DA*001-002*9999999999******20090524
TRN*1*000012345*9999999999

200.5 = check amount
20090618 = check date
000012345 = check number
For verifying your ABA number when adding/changing EFT banking information

The ABA number is the 9-digit number located in the bottom-left corner of your check. Enter this number in the corresponding field on the Add EFT or Change Bank Information screens and click **Validate**.

If the ABA number entered is validated, then the bank name and address information will be populated in the appropriate fields. If the ABA number is not validated, you must enter the banking information in the appropriate fields.

Below is an example check highlighting the ABA number and the corresponding field on the web page.

<table>
<thead>
<tr>
<th><strong>ABA Number:</strong></th>
<th>100000000</th>
</tr>
</thead>
</table>

## Add EFT

<table>
<thead>
<tr>
<th>Financial Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>* ABA Routing Number:</td>
</tr>
<tr>
<td>* Bank Name:</td>
</tr>
<tr>
<td>* Address 1:</td>
</tr>
<tr>
<td>* Address 2:</td>
</tr>
<tr>
<td>* City:</td>
</tr>
<tr>
<td>* Zip Code:</td>
</tr>
<tr>
<td>* Account Number:</td>
</tr>
<tr>
<td>* Confirm Account Number:</td>
</tr>
<tr>
<td>* Account Type:</td>
</tr>
</tbody>
</table>

*Note: Enter your ABA number and click **Verify** if your ABA number can be validated and your banking information will be populated.*

**Tips:**
- Enter your ABA number and click **Verify** if your ABA number can be validated.
- If your ABA number is not validated, you must enter the banking information in the appropriate fields.

Below is a sample check highlighting the ABA number and the corresponding field on the web page.
GENERAL TOPICS

REQUESTOR INFORMATION

Requestor information is required for every transaction. This information will be used in the event a Humana associate must contact you in regards to your request. All fields are required except for the Phone Number Extension field.

You must enter a valid tax identification number to proceed.

Once all information is entered and deemed valid, you may click Next to continue.
WEB VS. VENDOR

When signing up for Electronic Remittance Advice, you can select how you wish to receive your Remittance Advices.

If you want to download your electronic remittance advices from Humana.com, select the **Web** radio button as shown below. You will not receive paper or electronic remittances. You can download your remittances from Humana’s Remittance Inquiry tool accessed via the Humana.com Provider Portal. After clicking the **Web** radio button, click **Next** to continue.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Contact Name</td>
<td>John A. Doe</td>
</tr>
<tr>
<td>Provider Contact Phone</td>
<td>1234567890</td>
</tr>
<tr>
<td>Provider Contact Email</td>
<td><a href="mailto:info@email.com">info@email.com</a></td>
</tr>
<tr>
<td>Provider Contact Phone Extension</td>
<td>1234</td>
</tr>
</tbody>
</table>

If your electronic remittance advices are delivered via a clearinghouse or billing agency, select the **Vendor** radio button as shown below. This will display additional fields that are required to indicate which clearinghouse or billing agency you use.

Clicking **Vendor** displays the fields below:

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Contact Name</td>
<td>John A. Doe</td>
</tr>
<tr>
<td>Provider Contact Phone</td>
<td>1234567890</td>
</tr>
<tr>
<td>Provider Contact Email</td>
<td><a href="mailto:info@email.com">info@email.com</a></td>
</tr>
<tr>
<td>Provider Contact Phone Extension</td>
<td>1234</td>
</tr>
<tr>
<td>Provider Contact Email</td>
<td><a href="mailto:info@email.com">info@email.com</a></td>
</tr>
</tbody>
</table>
Select your clearinghouse or billing agency from the Vendor Name drop down box.

If you choose Availity, you are required to enter your Availity Gen Key. Enter this number into the Availity Gen Key field.

If your clearinghouse or billing agency is not listed in the drop down box, select Other from the drop down box and enter the information for your clearinghouse/billing agency in the Other Vendor Information section.

Once you have entered the clearinghouse/billing agency information, you may click Next to continue.
When using the ERA/EFT Setup-Change Request Application, you must select which provider record(s) you wish to work with by selecting the check box next to that provider record. There are instances, based on the details of the provider record, when the check box may or may not be enabled.

Check boxes will be enabled for selection when:

- An active Tax ID is found on our system
- Provider records are active
- Multiple Active Tax IDs do not exist on the provider record

Check boxes will be disabled for selection when:

- Tax ID is not found on our system
- Provider records are inactive
- Multiple Active Tax IDs exist on the provider record
- A transaction is already set up for the selected request type

Note: All records selected will be associated in the same setup or maintenance request.

If Humana shows multiple active Tax IDs, those records will not be selectable. If you only practice under one Tax ID, contact Customer Service at 1-800-4-HUMANA to request the other Tax IDs be termed.
ABA BANK ROUTING NUMBER

The ABA number, or routing transit number (RTN), is a nine digit bank code which appears on the bottom of negotiable instruments such as checks. This number identifies the financial institution on which the check was drawn. Federal Reserve Banks use this number to process Fedwire funds transfers. The Automated Clearing House also uses this number to process direct deposits and other automated transfers.
CONFIRMATION PAGES

For each request, a confirmation page is displayed and a confirmation number generated that is specific to the request submitted. You may print the confirmation page to keep for your records by clicking the Print button in the top-right corner of the screen. Clicking Next will direct back to the Provider Details page.

The confirmation page displays the following information:

- Confirmation number
- Date submitted
- Date updates will be applied
- Provider records that have been setup/modified

![Confirmation Page Screenshot](image)
TERMS AND CONDITIONS FOR ELECTRONIC FUNDS TRANSFER (EFT)
AGREEMENT AND AUTHORIZATION

The Provider and HUMANA hereby agree to the following terms and conditions with respect to Electronic Funds Transfer:

1. Payment for all claims submitted to HUMANA and its affiliates will be made through Electronic Funds Transfer (EFT), based on the information provided by the Provider in the attached, executed, Authorization.

2. HUMANA will rely exclusively on information supplied by the Provider, in the attached Authorization for payment of claims through EFT.

3. The Provider, or an authorized representative of the Provider, will notify HUMANA in writing of any changes or corrections to information contained in the Authorization at the time this Agreement is executed and any future changes in this information. Notification will be made in a timely manner to allow HUMANA to respond to any corrections or changes. Provider hereby releases HUMANA from any liability, which may arise solely by reason of error, mistake or fraud, relating to the information provided on the Authorization by the Provider.

4. HUMANA will make payment in accordance with and be governed by the National Automated Clearinghouse Association’s Corporation Trade Payment Rules, which are incorporated herein by reference and made a part hereof. Humana’s EFT process is governed by and in accordance with the laws, other than choice of law provision of any particular contract, of New York, including Article 4A of the Uniform Commercial Code as enacted by the State of New York and amended from time to time.

5. Payment is initiated in accordance with the terms of the agreement. Except as provided for herein, the terms and conditions of this agreement neither enlarges nor diminishes the respective rights and obligations of the parties within (with respect to any other agreement between the parties) any applicable commercial agreement. Provider acknowledges that payment of claims have been made when the financial institution designated by the Provider has received or has control of the payment transaction. This will generally occur within two (2) calendar days following initiation by HUMANA.

6. If HUMANA initiates payment on a non-banking day at Humana’s originating bank, the funds transfer will occur the following day. In all cases, “Banking Day” is defined as the day on which both trading partners’ banks will be available to transmit and receive these fund transfers.

7. HUMANA has the right to adjust future payments should any payments previously made by Humana be determined to be a duplicate payment, in excess of requirements, is fraudulent or made in error.

8. HUMANA is responsible for payments under the terms of this agreement up to the point at which the Provider’s financial institution receives the payment from HUMANA or otherwise has control of the transaction. Responsibility for any loss after such time will be the Provider’s unless the loss is due to the negligence of HUMANA or Humana’s originating bank.

9. Provider shall notify HUMANA immediately if payment is not received as described in item 8 above. HUMANA shall have a reasonable time (not to exceed ten (10) business days) to make such payment.

10. Provider agrees to submit all claims for payment electronically to HUMANA and accept remittance detail via the ANSI X.12-835 format from HUMANA in order to receive payment of such claims by HUMANA electronically.
11. Either party may terminate this agreement upon 30 (thirty) days’ written notice to the other party. This Agreement may also be terminated upon mutual written agreement of the parties. Humana may terminate this agreement upon 30 (thirty) days notice to Provider in the event that the Provider fails to submit claims electronically to HUMANA or is unable to accept remittance detail via the ANSI X.12-835 format from HUMANA according to this agreement. Notice may be made as follows: HUMANA will notify the Provider in writing at the provider billing address. The Provider, or an authorized representative, must notify HUMANA as follows: ERA/EFT Setup-Change Request and select Cancel Action Type on www.humana.com or www.availity.com.
PROVIDER REQUEST TYPES

This section outlines the functions that providers can perform within the ERA/EFT Setup-Change Request Application. These functions include:

- Add ERA
- Add EFT
- Add ERA/EFT
- Cancel ERA
- Cancel EFT
- Cancel ERA/EFT
- Receive Only Electronic Remits
- Return to Paper EOR and ERA
- Extend Paper EOR and ERA
- Change File Delivery
- Change Bank Information
- Confirm Pre-Note
- Status Inquiry

ADD ERA/EFT

The Add ERA/EFT request is used to set up provider records to receive Electronic Remittance Advices and Electronic Funds Transfers. From the Provider Details page, select Add ERA/EFT from the Request Type drop down box and then select the provider record for which you wish to add ERA and EFT. Click Next to continue.

The Add ERA screen appears next. The first section displays your requestor information. The second section displays the provider records for which you are adding ERA/EFT. The third section displays the fields you need to complete in order to submit the ERA portion of your ERA/EFT setup request.

The provider contact information is defaulted to your requestor information. If your requestor information will not be the same as the provider contact information, you can edit these fields to submit the appropriate provider contact name, phone number and email address.
Next you must indicate your **File Delivery Type** by selecting either the **Web** or the **Vendor** radio button.

If you want download your electronic remittance advices from Humana.com, select the **Web** radio button as shown below. You will not receive paper or electronic remittances. You can download your remittances from Humana’s Remittance Inquiry tool accessed via the Humana.com Provider Portal. After clicking the **Web** radio button, click **Next** to continue.

If your electronic remittance advices are delivered via a clearinghouse or billing agency, select the **Vendor** radio button as shown below. This will display additional fields that are required to indicate which clearinghouse or billing agency you use.

Clicking **Vendor** displays the fields below:
Select your clearinghouse or billing agency from the Vendor Name drop down box.

If you choose Availity, you are required to enter your Availity Gen Key. Enter this number into the Availity Gen Key field.

If your clearinghouse or billing agency is not listed in the drop down box, select Other from the drop down box and enter the information for your clearinghouse/billing agency in the Other Vendor Information section.

Once you have selected Web or entered the clearinghouse/billing agency information, you may click Continue to EFT Setup to continue to EFT setup.

The Add EFT page will display. You must enter your ABA Routing Number in the field provided and click Validate. If the ABA number entered is validated, then the bank name and address information will be populated in the appropriate fields. If the ABA number is not validated, you have entered an incorrect ABA number. Please try again.

Next, enter you Account Number in the field provided and indicate the account type by selecting either the Checking or Savings radio button.

Once you have completed the Add EFT information, you may click Next to submit your Add ERA/EFT request. A confirmation page will display summarizing the updates you have made. You may print the confirmation page by clicking the Print link located in the top-right of the screen.

By clicking the Back button, you will cancel your request without making any updates and be returned to the Provider Details page.
The Add ERA request is used to set up provider records to receive Electronic Remittance Advices. From the Provider Details page, select Add ERA from the Request Type drop down box and then select the provider record for which you wish to add ERA. Click Next to continue.

The Add ERA screen appears next. The first section displays your requestor information. The second section displays the provider records for which you are adding ERA. The third section displays the fields you need to complete in order to submit your ERA setup request.

The provider contact information is defaulted to your requestor information. If your requestor information will not be the same as the provider contact information, you can edit these fields to submit the appropriate provider contact name, phone number and email address.

Next you must indicate your File Delivery Type by selecting either the Web or the Vendor radio button.

If you want download your electronic remittance advices from Humana.com, select the Web radio button as shown below. You will not receive paper or electronic remittances. You can download your remittances from Humana’s Remittance Inquiry tool accessed via the Humana.com Provider Portal. After clicking the Web radio button, click Next to continue.
If your electronic remittance advices are delivered via a clearinghouse or billing agency, select the **Vendor** radio button as shown below. This will display additional fields that are required to indicate which clearinghouse or billing agency you use. If you receive encounter responses, you may also indicate how you wish to receive your encounter responses.

Clicking **Vendor** displays the fields below:

---

<table>
<thead>
<tr>
<th>Vendor Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vendor Name</strong></td>
<td>Select Vendor</td>
</tr>
<tr>
<td><strong>Vendor Name</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Contact Name</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Contact Phone Number</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Contact Email Address</strong></td>
<td></td>
</tr>
</tbody>
</table>

If “Other” is selected, please fill out the information below:

<table>
<thead>
<tr>
<th>Other Vendor Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vendor Name</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Contact Name</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Contact Phone Number</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Contact Email Address</strong></td>
<td></td>
</tr>
</tbody>
</table>

Do you want to continue receiving paper along with your ERA for 30 days, or are you ready to convert to ERA?

*Note: Please make sure you have registered with your vendor to avoid delays.*

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Select your clearinghouse or billing agency from the **Vendor Name** drop down box.

If you choose Availity, you are required to enter your Availity Gen Key. Enter this number into the **Availity Gen Key** field.

If your clearinghouse or billing agency is not listed in the drop down box, select **Other** from the drop down box and enter the information for your clearinghouse/billing agency in the **Other Vendor Information** section.

Once you have selected **Web** or entered the clearinghouse/billing agency information, you may click **Next** to submit your Add ERA request. A confirmation page will display summarizing the updates you have made. You may print the confirmation page by clicking **Print** located in the top-right of the screen.

By clicking the **Back** button, you will cancel your request without making any updates and be returned to the Provider Details page.
ADD EFT

The Add EFT request is used to set up provider records to receive Electronic Funds Transfers. From the Provider Details page, select Add EFT from the Request Type drop down box and then select the provider record for which you wish to add EFT. Click Next to continue.

The Add EFT page will display. The first section displays your requestor information. The second section displays the provider records for which you are adding EFT. The third section displays the fields you need to complete in order to submit your EFT setup request.

You must enter your ABA Routing Number in the field provided and click Validate. If the ABA number entered is validated, then the bank name and address information will be populated in the appropriate fields. If the ABA number is not validated, you have entered an incorrect ABA number. Please try again.

Next, enter your Account Number in the fields provided and indicate the account type by selecting either the Checking or Savings radio button.
Once you have completed the Add EFT information, you may click Next to submit your Add ERA/EFT request. A confirmation page will display summarizing the updates you have made. You may print the confirmation page by clicking the Print link located in the top-right of the screen.

By clicking the Back button, you will cancel your request without making any updates and be returned to the Provider Details page.
To cancel an ERA/EFT setup for a specific provider or providers, select **Cancel ERA/EFT** from the **Request Type** drop down box.

The **Cancel ERA/EFT** page will appear. On this page, you will need to indicate your reason for cancelling ERA/EFT setup by selecting a reason from the drop down box. If you do not see a selection that describes your reasoning for cancelling your ERA/EFT setup, then select **Other** in the drop down box and indicate why you are cancelling in the comments box supplied.
Once you have selected a cancel reason or entered your comments, you may click Next to submit your Cancel ERA/EFT request. A confirmation page will display summarizing the updates you have made.

You may print the confirmation page by clicking the Print link located in the top-right of the screen.

By clicking the Back button, you will cancel your request without making any updates and be returned to the Provider Details page.
To cancel an ERA setup for a specific provider or providers, select **Cancel ERA** from the **Request Type** drop down box.

The Cancel ERA page will appear. On this page, you will need to indicate your reason for cancelling ERA setup by selecting a reason from the drop down box. If you do not see a selection that describes your reasoning for cancelling your ERA setup, then select **Other** in the drop down box and indicate why you are cancelling in the comments box supplied.
Once you have selected a cancel reason or entered your comments, you may click **Next** to submit your Cancel ERA request. A confirmation page will display summarizing the updates you have made. You may print the confirmation page by clicking the **Print** link located in the top-right of the screen.

By clicking the **Back** button, you will cancel your request without making any updates and be returned to the Provider Details page.
CANCEL EFT

To cancel an ERA setup for a specific provider or providers, select **Cancel ERA** from the **Request Type** drop down box.

The Cancel EFT page will appear. On this page, you will need to indicate your reason for cancelling EFT setup by selecting a reason from the drop down box. If you do not see a selection that describes your reasoning for cancelling your EFT setup, then select **Other** in the drop down box and indicate why you are cancelling in the comments box supplied.

Once you have selected a cancel reason or entered your comments, you may click **Next** to submit your Cancel EFT request. A confirmation page will display summarizing the updates you have
made. You may print the confirmation page by clicking the **Print** link located in the top-right of the screen.

By clicking the **Back** button, you will cancel your request without making any updates and be returned to the Provider Details page.
To receive only electronic remits, select **Receive Only Electronic Remits** from the **Request Type** drop down box on the Provider Details page.

The Receive Only Electronic Remits page will display. The records you have selected are displayed. By clicking the **Receive Only Electronic Remits** button you will submit your request for the records selected.

A confirmation page will display summarizing the updates you have made. You may print the confirmation page by clicking the **Print** link located in the top-right of the screen.

By clicking the **Cancel** button, you will cancel your request without making any updates and be returned to the Provider Details page.
If you would like to once again receive paper remits, as well as electronic remits, select **Return to Paper EOR and ERA** from the **Request Type** drop down box on the Provider Details page.

The Return to Paper EOR and ERA page will display. The records you have selected are displayed. By clicking **Next** you will submit your request for the records selected. You will receive paper remits for a 30 day period. Five days prior to this period ending, you will be notified via email that your 30-day period for receiving paper EORs and ERAs is about to expire and your setup will be updated to receive only electronic remits if no action is taken.

A confirmation page will display summarizing the updates you have made. You may print the confirmation page by clicking the **Print** link located in the top-right of the screen.
If you wish to receive only electronic remits before this period is over, you may return to this tool and select the **Receive Only Electronic Remits** option. If you wish to further extend your 30-day period to continue receiving both paper EORs & ERAs, as well as electronic remits, you may return to this tool and select the **Extend Paper EOR and ERA** option.

By clicking the **Back** button, you will cancel your request without making any updates and be returned to the Provider Details page.
To extend the period for which you receive paper remittance advices along with electronic remittance advices, select **Extend Paper EOR and ERA** from the **Request Type** drop down box on the Provider Details page.

The **Extend Paper EOR and ERA** page will display. The records you have selected are displayed. By clicking **Next** you will submit your request for the records selected. You will continue to receive paper remits for an additional 30 days. Five days prior to this period ending, you will be notified via email that your 30-day period for receiving paper EORs and ERAs is about to expire and your setup will be updated to receive only electronic remits if no action is taken.

Note: You will only be provided three attempts for a total of 90 days to extend your paper EOR and ERA period.

A confirmation page will display summarizing the updates you have made. You may print the confirmation page by clicking the **Print** link located in the top-right of the screen.

If you wish to receive only electronic remits before this period is over, you may return to this tool and select the **Receive Only Electronic Remits** option. If you wish to further extend your 30-
day period to continue receiving both paper EORs & ERAs, as well as electronic remits, you may return to this tool and select the **Extend Paper EOR and ERA** option.

By clicking the **Back** button, you will cancel your request without making any updates and be returned to the Provider Details page.
To confirm that you have received your pre-note after EFT setup, select **Confirm Pre-note** from the **Request Type** drop down box on the Provider Details page.

The Confirm Pre-note page will display. The record(s) you have selected is displayed. By clicking **Next** you will submit your request to confirm that you have received your pre-note for the record(s) selected.

A confirmation page will display summarizing the updates you have made. You may print the confirmation page by clicking the **Print** link located in the top-right of the screen.
Only indicate the date you received your pre-note.

**Note:** If the pre-note was not actually received, but a date was provided, this will cause a delay in your EFT payments.

By clicking the **Back** button, you will cancel your request without making any updates and be returned to the Provider Details page.
The Change Bank Information request is used to change/update your EFT information, such as changing your account number or updating your bank’s address. From the Provider Details page, select Change Bank Information from the Request Type drop down box and then select the provider record for which you wish to change the bank information. Click Next to continue.

The Change Bank Information page will display. The first section displays your requestor information. The second section displays the provider records for which you are changing bank information. The third section displays the fields you need to complete in order to submit your Change Bank Information request.

You must enter your ABA Routing Number in the field provided and click Validate. If the ABA number entered is validated, then the bank name and address information will be populated in the appropriate fields. If the ABA number is not validated, you have entered an incorrect ABA number. Please try again.

Next, enter you Account Number in the fields provided and indicate the account type by selecting either the Checking or Savings radio button.
Once you have completed the EFT information, you may click **Next** to submit your request. A confirmation page will display summarizing the updates you have made. You may print the confirmation page by clicking the **Print** link located in the top-right of the screen.
The Vendor Change request is used to update ERA setup on provider records. From the Provider Details page, select **Change File Delivery** from the **Request Type** drop down box and then select the provider record for which you wish change the file delivery method. Click **Next** to continue.

The Change File Delivery screen appears next. The first section displays your requestor information. The second section displays the provider records for which you are changing file delivery. The third section displays the fields you need to complete in order to submit your Change File Delivery request.

The provider contact information is defaulted to your requestor information. If your requestor information will not be the same as the provider contact information, you can edit these fields to submit the appropriate provider contact name, phone number and email address.

Next you must indicate your **File Delivery Type** by selecting either the **Web** or the **Vendor** radio button.

If you want download your electronic remittance advices from Humana.com, select the **Web** radio button as shown below. You will not receive paper or electronic remittances. You can download your remittances from Humana’s Remittance Inquiry tool accessed via the Humana.com Provider Portal. After clicking the **Web** radio button, click **Next** to continue.
If your electronic remittance advices are delivered via a clearinghouse or billing agency, select the **Vendor** radio button as shown below. This will display additional fields that are required to indicate which clearinghouse or billing agency you use.

Clicking **Vendor** displays the fields below:

Select your clearinghouse or billing agency from the **Vendor Name** drop down box.

If you choose Availity, you are required to enter your Availity Gen Key. Enter this number into the **Availity Gen Key** field.

If your clearinghouse or billing agency is not listed in the drop down box, select **Other** from the drop down box and enter the information for your clearinghouse/billing agency in the **Other Vendor Information** section.

Once you have selected **Web** or entered the clearinghouse/billing agency information, you may click **Next** to submit your Change File Delivery request. A confirmation page will display summarizing the updates you have made. You may print the confirmation page by clicking **Print** located in the top-right of the screen.

By clicking the **Back** button, you will cancel your request without making any updates and be returned to the Provider Details page.
The Status Inquiry function is used to view the status of open requests by TIN. From the Provider Details page, select **Status Inquiry** from the **Request Type** drop down box and then select the provider record for which you wish to view the status of open requests. Click **Next** to continue.

You will then be prompted to enter a confirmation number to look up a specific request. This is optional. If you do not enter a confirmation number, all requests logged for the TIN you have entered will be displayed. If you do enter a confirmation number, the Request Details for that specific request will display. Click **Next** to continue.

The Status Inquiry Summary page will display if a confirmation number is not entered. This page will show you a summary of the open requests that have been submitted for the TINs selected. The following information is displayed:

- Confirmation Number
- Provider Name
- Tax ID
- Request Type
- Status
- Request Submission Date
- Scheduled Completion Date
- Actual Completion Date
You may click on the **Confirmation Number** link to view the request details. The Request Details page will display. Clicking the **Close** button will close the Request Details page and direct to the Status Inquiry Summary page. Clicking **Cancel** from the Status Inquiry Summary page will direct to the Provider Details page.