



# Reassociating Your ERA and EFT Files

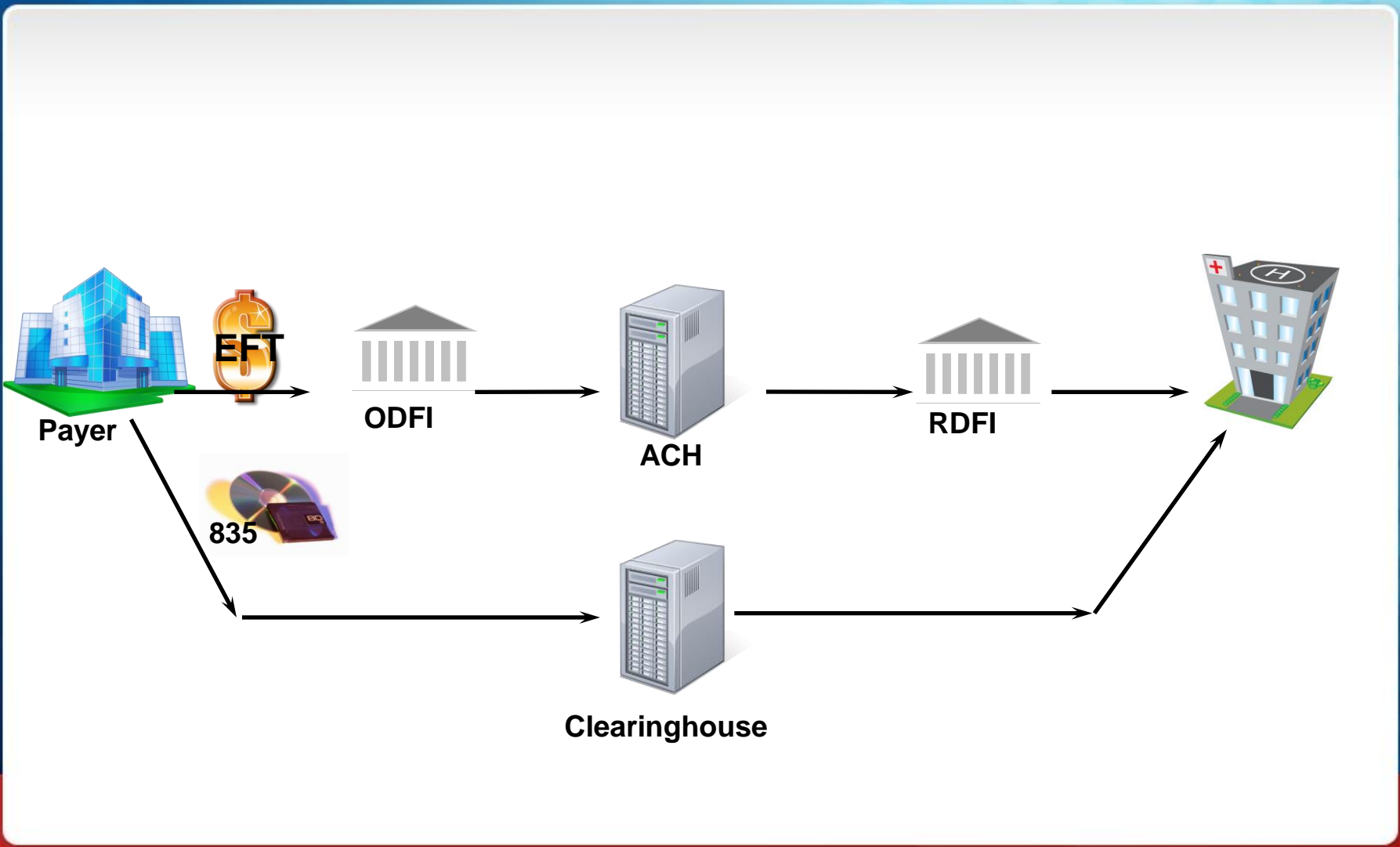
Pam Grosze (VP, Sr. Product Manager, PNC Bank)  
Debra Strickland (Sr. Consultant, Xerox)

# How does the EFT Standards Final Rule impact you?



- The EFT Standards Rule makes the EFT transaction a HIPAA transaction.
  - Providers can request EFT via the ACH network and the Health Plans must offer it
  - EFT mandated as of 01/01/2014
  - ERA standard mandated since 2003

# ERA / EFT Transaction Flow



# What is Reassociation?



- Reassociation is the process of matching an Electronic Remittance Advice (ERA) in the ASC X12 835 format to the associated Electronic Funds Transfer (EFT).
- The 835 may have traveled through a clearinghouse, a bank, or via direct transmission from the payer to the provider.
- The HIPAA-Standard EFT always travels through the banking system (ACH).
- Files may arrive at different times or on different days

# Issues with Reassociation Today



- Because the ERA and EFT files arrive at the provider's site at different times, files must be retained indefinitely until it is determined that a match can be made, or sufficient time has elapsed to make the determination that an issue has occurred.
- Researching these exceptions requires manual intervention by both the payer and provider to determine the disposition of the missing data, either ERA or EFT.

# What information is needed to Reassociate?



- Provider Identifier – TIN or NPI
- Payer Identifier
- Effective Entry Date
- Payment Amount
- EFT Trace Number / Check Number / Other unique ID

# What information is needed to Reassociate?



CCD+ Reassociation Data Elements			835 data Elements		
CCD+ Record #	Field #	Field Name	Segment	Element	Element Name
6	7	Identification Number	REF	02	1000B Loop TJ Reference Identification (TIN)
5	9	Effective Entry Date	BPR	16	Date ( <i>EFT Effective Date</i> )
6	6	Amount	BPR	02	Monetary Amount ( <i>Total Actual Provider Payment Amount</i> )
7	3	Payment Related Information	TRN	01	Trace Type Code
			TRN	02	Reference Identification ( <i>EFT Trace Number</i> )
			TRN	03	Originating Company Identifier ( <i>Payer Identifier</i> )
			TRN	04	Reference Identification ( <i>Originating Company Supplemental Code</i> )



# How do the CAQH CORE Operating Rules help?



- CAQH CORE Rule 370 establishes minimum required data that must be present in the CCD+ file
  - Including a copy of the TRN segment from the 835
- The health plan must notify the provider during the enrollment process that it must request delivery of the reassociation data from its financial institution

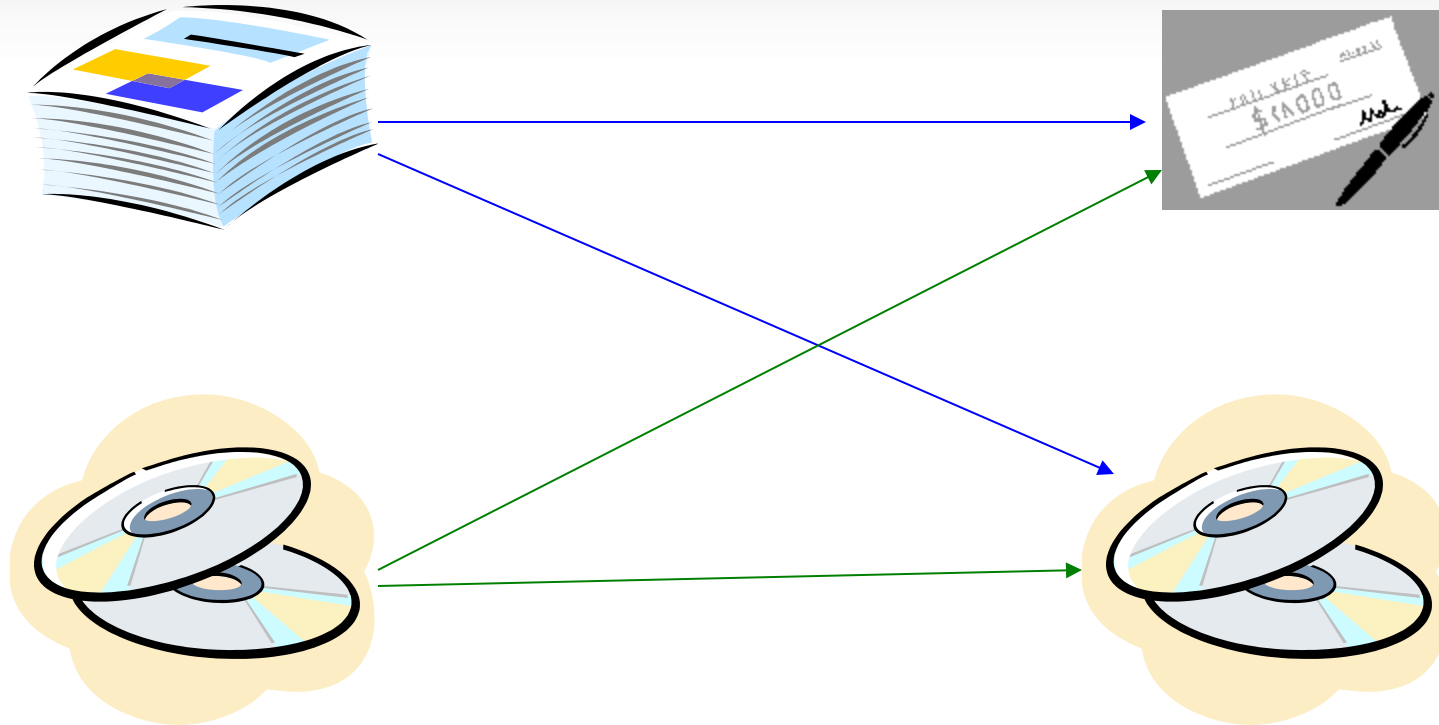


# Additional Operating Rule Requirements



- The health plan must release the 835 three days before or after the Effective Entry Date in the EFT
- The health plan must have written procedures for the provider to use for researching and resolving a late or missing EFT or ERA file
  - Procedures must be delivered to the provider during the enrollment process

# Payment and Remittance can be either paper or electronic



## Reassociating a Paper RA to a Paper Check

- generally arrive at the provider in the same physical package in the mail, with the check attached to the front of the EOB (comes already reassociated)
- all processing must be done manually
  - A person must physically go to the financial institution to deposit the check.
  - Resources are required to key the remittance information into the accounts receivable system to update all accounts with the payment information

# Matching Paper to EFT



## Reassociating a Paper RA to an EFT

- Funds will be available in the provider's financial institution account on the Effective Entry Date in the EFT file
  - available prior to receipt of the paper EOB because of the delay due to mail
- Payment Related Information will be received from the financial institution via paper statement, electronic file, or web portal, should be stored in a Tracking Tool

# Matching Paper to EFT



## Reassociating a Paper RA to an EFT (continued)

- Compare the Payment Related Information to the paper RA to determine which payment matches to this RA
  - The Payment Related Information will contain an identifier that is available on the paper EOB, e.g. an RA Number, that can be matched
  - The Effective Entry Date in the EFT should match to the RA date on the paper
  - the payment amount in the EFT should match to the total payment amount reflected on the RA
    - » Once the correct match is made, resources can begin keying the remittance information into the accounts receivable system

# Matching an ERA to a paper check



## Reassociating an ERA to a Paper Check

- ERA will be received prior to the check due to delay with mail delivery
- the ERA should not be posted until the check is received
  - Need to validate that the two balance (contain the same payment amount)
  - Need to confirm that the funds are actually received before accounts are updated

# Matching an ERA to a paper check



## Reassociating an ERA to a Paper Check (continued)

- Information from the paper check is used to compare to the ERAs being held to determine which ERA matches to the specific check
  - paper check number is compared to the TRN02 in the 835
  - check date is compared to the BPR16
  - payment amount should match to the BPR02
  - should be recorded from the paper check before depositing into the financial institution
- Once the correct match is made, the ERA posting process can be completed



# Reassociating electronic files



## Reassociating an ERA to an EFT

- Funds will be available in the provider's financial institution account on the Effective Entry Date in the EFT file
- ERA will be received within 3 days (+/-) of the Effective Entry Date of the EFT
- Payment Related Information will be received from the financial institution via paper statement, electronic file, or web portal, should be stored in a Tracking Tool
  - Software tools are available to track all EFT payments received (along with the associated Payment Related Information) and ERAs received, and automatically do the comparison to determine a match.

## Reassociating an ERA to an EFT(continued)

- compare the Effective Entry Date in the EFT file to the BPR16 in the 835
- compare the payment amount from the EFT to the BPR02 in the 835
- the Payment Related Information is used for comparison
  - The information starting at the 4<sup>th</sup> character in this record can be used to match directly to the TRN segment in the 835
  - if the health plan uses an element delimiter other than "\*", then additional work will have to be done to compare the information element by element rather than comparing the entire segment
- Once the correct match is made, the posting process for the ERA can be completed

## Best Practices for Reassociation:

- Request ERA and EFT from your health plan
- Contact your bank for access to EFT details...
- Have access to the ERA reassociation data
- Have access to CCD+ addenda record from the EFT
- Wait to post the ERA until the money is in the bank
- Tracking tool: Keep track of the EFT/Check numbers
  - single document
  - overall management of the list
- Automate

# After Reassociation



Now what...

Post ERA (if it was held until \$\$ received)

Work through missing items with Health Plan

If EFT was issued by the Health Plan then follow up w/ bank

Update tracking tool as appropriate

Ongoing processes for COB and denials

And ... spend your money

# WEDI 835 Subworkgroup



- Just completed:
  - Survey on EFT / ERA Operating Rules Implementation Results
  - Paper on OverPayment Recovery
- Conference Calls
  - 2<sup>nd</sup> and 4th Wednesday of each month
  - 2:00 PM ET
- Listserv - [wedi-835@lists.wedi.org](mailto:wedi-835@lists.wedi.org)
- We welcome your input!

- Just completed:
  - Survey on EFT / ERA Operating Rules Implementation Results
  - Paper on the Reassociation Process
  - Paper on the NACHA Operating Rules healthcare updates and the impact to Payers and Providers
  - Paper on Enrollment Operating Rules from both Payer and Provider perspective
  - Paper on EFT process for providers and payers
- Conference Calls
  - 1<sup>st</sup> and 3<sup>rd</sup> Monday of each month
  - 11:00 AM ET
  - (267) 507-0004    Attendee PIN: 137-187-799
- Listserv - [wedi-eft@lists.wedi.org](mailto:wedi-eft@lists.wedi.org)
- We welcome your input!

# Questions?

Pam Grosze  
PNC Healthcare  
972-275-7010  
[Pamela.grosze@pnc.com](mailto:Pamela.grosze@pnc.com)

Debra Strickland  
Xerox  
203-269-9075  
[Debra.Strickland@Xerox.com](mailto:Debra.Strickland@Xerox.com)