

**WHICH FORMS SHOULD I COMPLETE?**

Complete the spreadsheet below:

**Aetna's default aggregation is to enroll at the TIN level:**

- [Aetna ERA Enrollment Spreadsheet](#)
  - o Input the Provider TIN & Provider Name.
  - o If you have multiple providers, you may include them all on the same spreadsheet on separate rows.

**If you require enrollment linkage at the NPI level, you must complete, sign, and submit the [ERA Enrollment Form](#) directly to Aetna at [ERAForms@aetna.com](mailto:ERAForms@aetna.com).**

**WHERE SHOULD I SEND THE FORM(S)?**

- Email the spreadsheet (in Excel .xlsx format) to [Payerenrollment@officeally.com](mailto:Payerenrollment@officeally.com)
  - o **Subject Line:** Aetna Bulk ERA Enrollment Request - (Insert Provider TIN)
- You will receive an auto-generated email with a case number, which will be used for tracking your enrollment progress.

**WHAT IS THE TURNAROUND TIME?**

- Standard Processing Time is **30 business days.**

**HOW DO I CHECK STATUS?**

- Once your spreadsheet is received and processed, Office Ally will email you a confirmation of the pending enrollment.
- If you have not received a status update within the allotted turnaround time frame, please reply to your original case number email received.