



KAISER FOUNDATION HEALTH PLAN OF THE MID-ATLANTIC STATES (52095) ERA-ENROLLMENT INSTRUCTIONS

WHICH FORMS SHOULD I COMPLETE?

- Online Enrollment through [Citi Bank ERA/EFT Enrollment Portal](#)
 - o Enter Activation Code: **R4GWM4**
- Enter the Company and Location Information and select Office Ally from the dropdown menu.
- Add your contact information and create a Citibank user access account.
- Verify your contact email

WHAT IS THE TURNAROUND TIME?

- Standard Processing Time is 7-10 Business Days.

HOW DO I CHECK STATUS?

- If you find that you have issue accessing the Citi enrollment link online, we recommend contacting Citi's helpdesk: services@citipaymentexchange.citi.com or 1-877-930-2111.