



AETNA HEALTHCARE (60054) ERA ENROLLMENT INSTRUCTIONS

WHICH FORM(S) SHOULD I DO?

While EnrollHub is offline, Aetna is making the **printable** version of the ERA/EFT enrollment form available upon request.

- Send an email to ERAForms@Aetna.com and put “Paper Form” in the subject line. The body of your email should include your Tax ID, telephone number and that you are requesting a paper enrollment form.

HOW DO I CHECK STATUS?

- For all status checks, whether the request was submitted through EnrollHub or on the paper enrollment form, submit an email to ERAForms@Aetna.com and put “Status” in the subject line. In the body of the email, providers should indicate they’re checking the status. Include as many of the following details as possible:
 - Date of submission to Aetna
 - How submitted (EnrollHub or paper enrollment form)
 - Type of request submitted (enrollment or change) and for what (ERA, EFT or both)
 - TIN and NPI
 - Office name and contact name, telephone number and email address

Providers may continue to call CAQH with questions at **1-844-815-9763**, 7 AM – 9 PM, Monday – Thursday, 7 AM – 7 PM, Friday, ET, or by email at efthelp@enrollhub.caqh.org.