

AETNA HEALTHCARE (60054) ERA ENROLLMENT INSTRUCTIONS



WHAT FORM(S) SHOULD I DO?

There are two ways to enroll for Electronic Remittance Advice (ERA)/Electronic Fund Transfer (EFT).

Option 1: Complete the [Aetna eSign ERA/EFT Agreement \(click here\)](#).

To enroll using the online Aetna eSign ERA/EFT Agreement follow the instructions outlined below:

- 1) Click on the form link above. You will be redirected to an online version of the Aetna Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT) Authorization Agreement.
- 2) Review the document and fill out all required fields. Note: The Electronic Remittance Advice Clearinghouse Information section is not indicated as required, but it must be completed as follows:
 - a. Check the box to the left of "See list of clearinghouse/vendors"
 - b. Enter the following information:

Clearinghouse Name: Office Ally
Clearinghouse Contact Name: Customer Service
Telephone Number: 360-975-7000 option 1
Email Address: support@officeally.com
- 3) Click the button at the bottom of the page titled "Click to eSign".
- 4) Once processed you will receive an email to verify your identity. You must click on the link in that email to complete the transaction.

Option 2: Complete the paper [Aetna ERA and EFT Authorization Agreement \(click here\)](#)

WHERE DO I SEND THE FORM(S)?

- **Option 1:** Enrollment request is submitted online
- **Option 2:** Fax the form to (860) 754-9122 for new ERA/EFT enrollments and change requests
- **Option 2:** Fax the form to (860) 262-9883 for EFT changes and ERA/EFT termination requests

WHAT IS THE TURNAROUND TIME FOR ENROLLMENT?

- Please allow 15 business days for processing

HOW DO I CHECK STATUS?

- Email ERAForms@aetna.com to check the status of a new ERA/EFT enrollment request
- Email EDIHotline@aetna.com to check the status of an EFT change request.