

WHICH FORMS SHOULD I COMPLETE?**Please Note:**

This payer does require providers must already be submitting electronic claims prior to submission of any ERA/EFT Enrollment requests. If you have not submitted electronic claims, to avoid delays or rejections in the ERA/EFT Enrollment, please ensure you have submitted an 837 claim first, and then you can move on to the steps below.

This payer does require EFT enrollment to receive any ERA files.

- ERA/EFT Enrollment is an Online Enrollment through [Citi Bank ERA/EFT Enrollment Portal](#). (Please find instructions on how to complete this process [here](#).)
 - o Enter Activation Code: **3PZFK2**
 - 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.
- This process must be completed, and an account must be created with Citibank for the payer to receive the 835 Enrollment request from Citibank. Failing to create an account can result in delays in receiving the ERA files.
- Once you submit an EFT/ERA registration request to Citi, you must wait for the verification process to be completed. Citi will submit an “Approved” response to you to confirm the enrollment has passed their verification and has been submitted to Kaiser for next steps in enrollment.
 - o 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. You will need to confirm that your account is set up with Citibank to check status of the ERA/EFT Enrollment if you are missing remittance files.

WHAT IS THE TURNAROUND TIME?

- Standard Processing Time can take up to 15 Business Days.

HOW DO I CHECK STATUS?

- If you have not received ERA files after **15 business days** and confirmed you have an account set up in Citibank, you can email payerenrollment@officeally.com with the below information to research. If you do not have all fields completed, the research request will be rejected:

Email Subject: Kaiser ERA/EFT Enrollment Status Request_(insert Tax ID)

Email Body: Please research my ERA/EFT Enrollment as I have not started receiving ERA files yet.

- Payer Name:
- Payer ID:
- Provider Name
- Group NPI:
- Tax ID:
- Date of ERA/EFT Enrollment request submission:
- Date of Citibank account creation approval notification:
- Confirmation provider has submitted electronic Claims prior to ERA/EFT enrollment request: (Y/N)