

## ELDERPLAN/HOMEFIRST PROVIDER EDUCATION

**TOPIC:** D.O.H REQUIREMENT FOR ELECTRONIC FUNDS TRANSFER (EFT)

**PROVIDER:**

- Certified Home Health Agency (CHHA)
- Licensed Home Care Services Agency (LHCSA)
- Consumer Directed Patient Assistance Service (CDPAS)
- Personal Emergency Response (PERs)
- Social Day Care
- Adult Day Care
- Home Delivered Meals

**DETAILS:** **Effective January 1, 2018**, The Department of Health requires all identified billing provider types to register for Electronic Funds Transfers (EFT). All applications for EFT must be submitted by **December 1, 2017**, to allow time for testing of bank account accuracy/enrollment validation period.

Elderplan has **exclusively** partnered with **Change Healthcare** (formerly known as “Emdeon”) to have payments from EFT participating payers deposited electronically into their bank accounts at no cost. To submit claims and receive payments from Elderplan, all identified provider types **must** be registered with Change Healthcare.

**Note: Once you’re registered with Change Healthcare your account must remain active until your contract has concluded with Elderplan.**

You can sign up for Elderplan’s Provider Web Portal by going to [www.Elderplan.org/for-providers/](http://www.Elderplan.org/for-providers/) for quick and easy access to EOPs, Members Eligibility, Claims, Authorizations, and submitting appeals.

Or you can use Change Healthcare’s website:

<http://www.changehealthcare.com/legacy/resources/enrollment-services/medical-hospital-enrollment/eft-enrollment>

## Emdeon Change Healthcare Enrollment Process:

The Enrollment Process for Change Healthcare EFT is a “**Paper Form**” sign-up process. Providers can receive electronic payments by enrolling in Change Healthcare ePayment in four easy steps!

### Step 1 - Complete EFT Authorization Form and Include Validation Paperwork.

- **Use URL:** <http://www.changehealthcare.com/docs/default-source/enrollment-services/epayment-enrollment-authorization-updated-version-1016.pdf?sfvrsn=2> to access the Enrollment form.
- Submit the Change Healthcare ePayment Enrollment and Authorization Form. The form can be completed online and sent by email to [EFTEnrollment@changehealthcare.com](mailto:EFTEnrollment@changehealthcare.com) or fax completed enrollment forms to (615) 238-9615.
- **Please allow for a 15-day validation period to process these EFT forms.**

### Step 2 - Confirm Deposit to Verify Account.

### Step 3 - Start using Payment Manager to Search, View, Download and Print ERAs.

- You may access Elderplan Provider Web Portal [www.Elderplan.org/for-providers/](http://www.Elderplan.org/for-providers/) to search, view and print your payment and remittance advice for participating Payers.  
**or**
- You may access Change Healthcare Payment Manager <https://cda.changehealthcare.com/Portal/> to search, view and print your payment and remittance advice for participating Payers.

### Step 4 - Contact your Financial Institution to Receive the CCD+ Reassociation Number.

### About Electronic Funds Transfer (EFT):

- If you have already signed up for Electronic Fund Transfer (EFT) with other health plans, a separate enrollment will be required for Elderplan EFT unless you have chosen the auto enrollment option upon initial EFT enrollment.
- The paper Explanation of Payment (EOP) will **no longer** accompany payment. Elderplan Provider Web portal and Change Healthcare Payment Manager will allow you to keep track of your payments and manage account receivables.
- Funds will be automatically deposited directly into the account provided to Change Healthcare.
- EFT reduces the administrative hassle and excess paperwork associated with check-based claims payments and should decrease the amount of time it takes to receive payment.

Should you have any questions, please call Elderplan Provider Services Call Center at (718) 921-7979.

Sincerely,

Elderplan Provider Services Department