



Humana.

Humana's ERA/EFT enrollment app

on Availity Essentials

March 2023

Availity frequently updates the secure provider portal. For the most current information on this topic, register for a webinar on [Humana.com/ProviderWebinars](https://www.humana.com/ProviderWebinars).

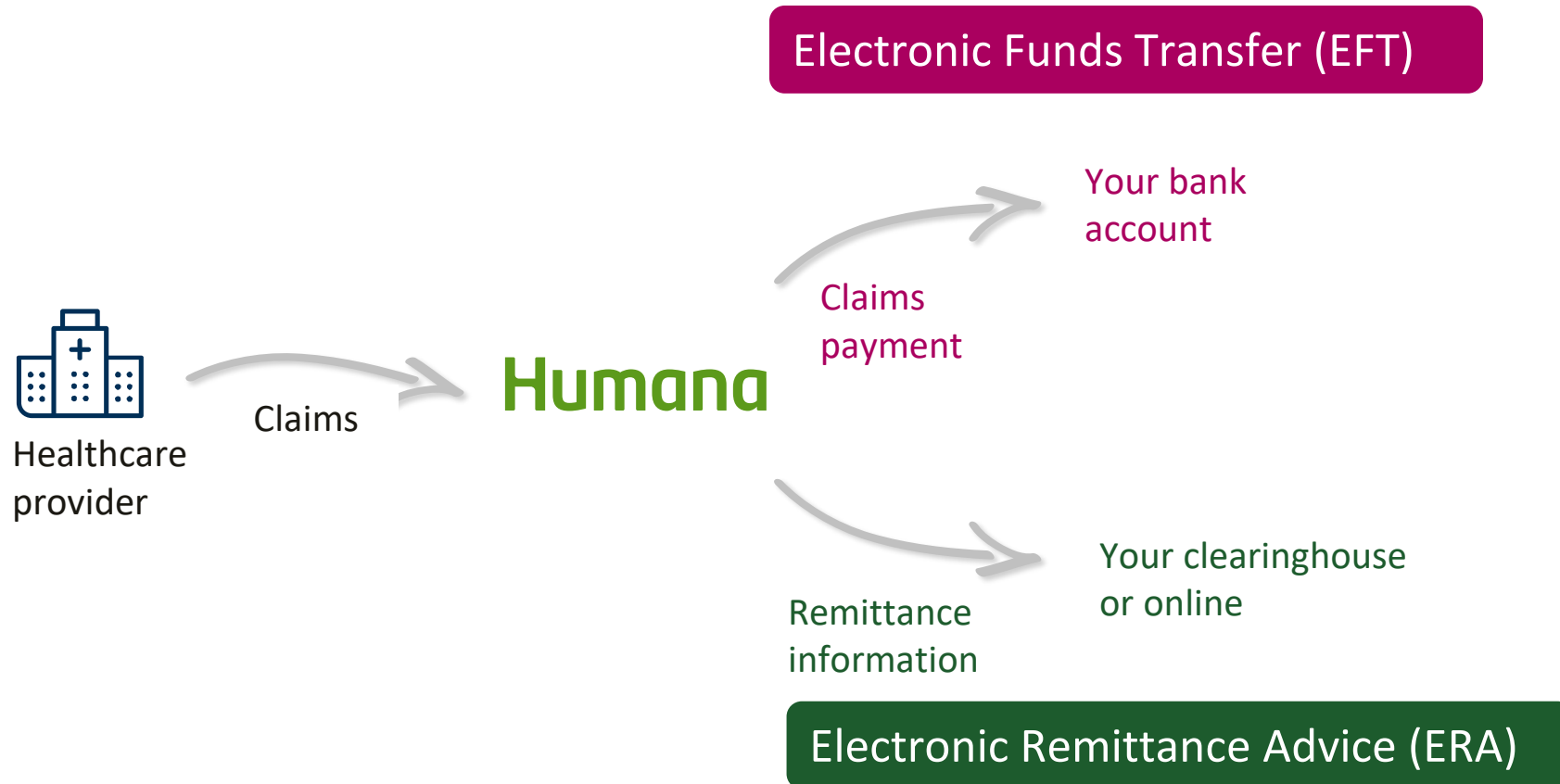
Topics we'll cover

- About the ERA/EFT enrollment app
- Getting started
- How to request ERA/EFT enrollment
- How to look up previous enrollment requests
- How to update or cancel an enrollment
- Contact information and additional training



About the ERA/EFT enrollment app

ERA and EFT at a glance



Advantages of ERA and EFT



Have Humana claim payments deposited into the bank account of your choice.



Receive HIPAA-compliant ERA transactions.



Get paid faster than via mail.



Have remittance information sent to your clearinghouse or view it online.



Reduce the risk of lost or stolen checks.



Reduce paper mail and time spent on manual processes.

Things to know for ERA/EFT setup



Which Tax ID Number(s) (TIN) and National Provider Identifier(s) (NPI) you want to enroll



Where you want your claim payments deposited



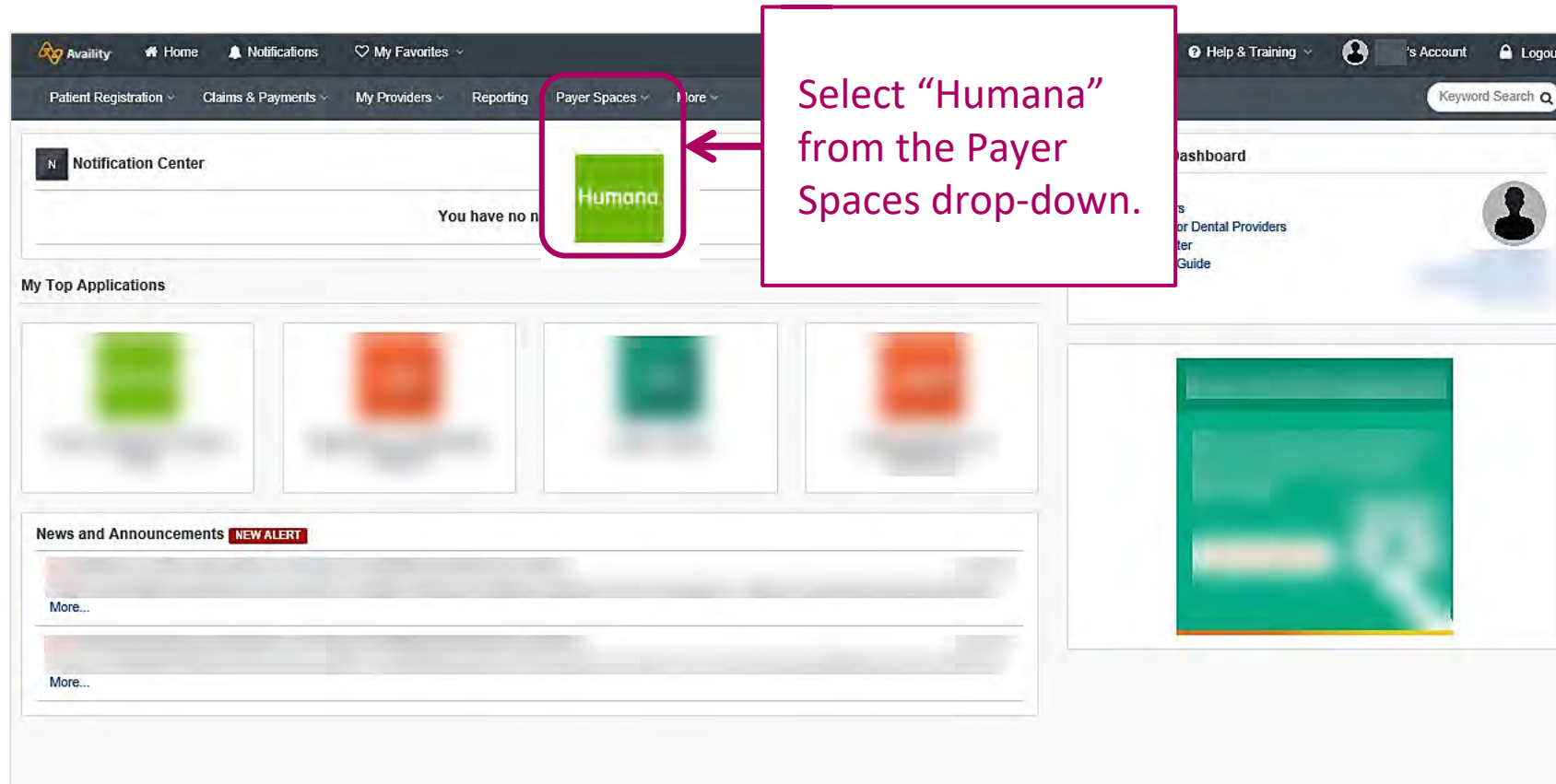
Where you want to receive your remittance advice documents or files (835s):

- Your clearinghouse or vendor
- Online via the secure Availity Essentials portal



Getting started

Finding the ERA/EFT app



Finding the ERA/EFT app



Tip: If you don't see the app, contact your Availity administrator to request access.

The screenshot shows the Humana website interface. At the top left, it says "Home > Humana" and "Give Feedback" is on the right. The Humana logo is prominently displayed. Below the logo is a banner for "Manage your appeals and disputes online" with a background image of a doctor. A navigation bar contains "Applications 1", "Resources", and "News and Announcements 2". Below this is a disclaimer: "THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!". The main content area shows a list of links, with "ERA/EFT Enrollment" being the first item, which includes the text "Request electronic claim payments and remits or update your enrollment."

1 Select the "Applications" tab.

2 Select "ERA/EFT Enrollment." (May appear in a different location on the page.)



How to request ERA/EFT enrollment

An ERA/EFT setup for a hypothetical organization

Smith Radiology, LLC

TIN: 123456789



Smith Radiology West

NPI: 1111111111



Smith Radiology East

NPI: 3333333333



J. Smith Physicians

NPI: 2222222222

Wants these checks
deposited in Valley Bank

Wants these checks
deposited in Anytown Bank



This organization would enroll **twice**,
because it wants deposits in two
separate bank accounts.

Selecting the organization and TIN

Home > Humana > ERA/EFT Enrollment

ERA/EFT Enrollment

Humana

i Select a Tax ID to review existing enrollments, start a new request, or change current enrollment information.
Any updates made here will affect the payers listed below.

Use this application to enroll in electronic claim payments and remits or to update your enrollment. Your preferences will apply across the payers listed below. There is no separate ERA/EFT enrollment for each payer.

- Humana
- Humana Dental

For CompBenefits Dental, please review the [ERA/EFT Registration for Dental Providers](#) document, located in the Resources section of the Humana Dental payer space for ERA/EFT options.

Organization *
Select... ▼

Tax ID *
Select... ▼

Enrollment Status:
Select... ▼

Search

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1

Select the organization you want to enroll.

2

Select the TIN you want to enroll.

Tip: Missing a TIN?

- Contact your Availity administrator.
- The administrator can use Availity's "Manage My Organization" feature to add TINs.

Starting an enrollment request

ERA/EFT Enrollment Humana.

i Select a Tax ID to review existing enrollments, start a new request, or change current enrollment information.
Any updates made here will affect the payers listed below.

Use this application to enroll in electronic claim payments and remits or to update your enrollment. Your preferences will apply across the payers listed below. There is no separate ERA/EFT enrollment for each payer.

- Humana
- Humana Dental

For CompBenefits Dental, please review the [ERA/EFT Registration for Dental Providers](#) document, located in the Resources section of the Humana Dental payer space for ERA/EFT options.

Organization * Tax ID *

Enrollment Status :

Organization Name : Customer ID : TaxId :

Address :

Search by Request ID :

NPI(s) i	ERA Retrieval i	Account#	Routing#	Financial Institution	Enrollment Details	View Request Status & History i	Action i
<input type="text" value="More.."/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>


To start the enrollment request, select "Add ERA/EFT."

Tip: Previous enrollments for the selected TIN are shown here.



Reviewing terms and conditions

ERA/EFT Enrollment



1 ERA/EFT Authorization 2 Contact Information 3 NPI Details 4 ERA Details 5 EFT Details

Terms and conditions for electronic remittance advice (ERA) agreement and authorization

The provider and Humana agree to the following terms and conditions regarding electronic remittance advice (ERA):

1. By providing the electronic signature below, the provider, or an authorized representative of the provider, authorizes Humana to deliver remittance detail via the ANSI X12 Healthcare Claim Payment/Advice (835) format to the provider's designated organization for processing.
2. The person or entity signing this authorization represents and warrants that they have received all necessary approvals and authorizations to initiate this request.
3. The provider or an authorized representative of the provider will be responsible for initiating changes or corrections to information previously provided. Notification will be made in a timely manner to allow Humana to respond. Provider releases Humana from any liability - which may arise solely by reason of error, mistake or fraud - relating to the information provided on the authorization by the provider or an authorized representative of the provider.
4. Provider agrees to submit all claims for payment electronically to Humana and accept remittance detail via the ANSI X12 Healthcare Claim Payment/Advice (835) format from Humana.
5. Upon completion of ERA enrollment, all remittance details will be provided electronically, at which time paper remittance details will be discontinued. Humana will deliver the ERA within the HIPAA core-compliant operating rules guideline of three days.

Terms and conditions for electronic funds transfer (EFT) agreement and authorization

The provider and Humana agree to the following terms and conditions regarding electronic funds transfer (EFT):

1. Payment for all claims submitted to Humana and its affiliates will be made through EFT, based on information from the provider or an authorized representative of the provider.
2. Humana will release the provider's information to the provider, or an authorized representative of the provider.
3. The provider, or an authorized representative of the provider, will be responsible for initiating changes or corrections to information previously provided. Notification will be made in a timely manner to allow Humana to respond. Provider releases Humana from any liability - which may arise by reason of error, mistake or fraud - relating to the information provided on the authorization by the provider or an authorized representative of the provider.
4. Provider agrees to submit all claims for payment electronically to Humana and accept remittance detail via the ANSI X12 Healthcare Claim Payment/Advice (835) format from Humana.
5. Upon completion of EFT enrollment, all remittance details will be provided electronically, at which time paper remittance details will be discontinued. Humana will deliver the EFT within the HIPAA core-compliant operating rules guideline of three days.

Please print and sign this document. I have read the terms of this agreement and I understand and agree to them. By clicking "Accept" below, I provide my electronic signature.

I Accept

Cancel Next

Review details, select "I Accept" and continue.

Providing contact information

ERA/EFT Enrollment Humana

1 ERA/EFT Authorization — 2 Contact Information — 3 NPI Details — 4 ERA Details — 5 EFT Details

Organization Name:

Tax ID:

Relationship with this provider organization * :

Part of provider organization Agent Clearinghouse Vendor

Provider Contact information

Title: Provider Contact Name

Telephone Number * Ext

Email Address *

Confirm Email Address *

Fax Number

Fields marked with * are required to enable the next button.

Select your relationship with the provider organization.

Complete the remaining fields and select "Next."

Choosing enrollment by TIN or NPI

Select enrollment by TIN or NPI.

Checking for duplicate enrollments

The screenshot shows a web application interface for Humana ERA/EFT Enrollment. A warning dialog box is open in the center, displaying the following text: "Warning" (with a close 'x' button), "This NPI already has an In-Process or Completed enrollment aggregated by NPI. We are unable to complete this request.", and a "Close" button. The background form is partially visible and includes the following elements:

- Navigation: Home > Humana > ERA/EFT Enrollment
- Page Title: ERA/EFT Enrollment
- Humana Logo
- Progress Indicators: ERA/EFT Authorization (1) and EFT Details (3)
- Form Fields: Organization Name, Tax ID, Address (with an information icon), and NPI (with an information icon and an asterisk).
- Instructions: "This enrollment will initiate claim payments to a single bank account and combine remits for the Tax ID or NPIs entered."
- Selection: "Choose one *" with two radio button options:
 - Enroll by Tax ID (TIN). Combine remits and make payments to one bank account for the entire TIN.
 - Enroll by NPI. Combine remits and make payments to one bank account for the NPI(s) listed below.
- Footer: "Add button must be selected to add additional NPIs."

Entering ERA details

ERA/EFT Enrollment

Humana

1 ERA/EFT Authorization 2 Contact Information 3 NPI Details 4 ERA Details 5 EFT Details

Organization Name: [Redacted]
Tax ID: [Redacted]
Enrolled By: [Redacted] NPI: [Redacted]
ERA Delivery Method *
Clearing House
Clearinghouse *
Availity
Customer Id *
[Redacted]

Fields marked with * are required to enable the next button.

Cancel Back Next

1 Indicate how you want your ERA delivered: Clearinghouse or web.

2 If you selected "Clearinghouse," enter the name.

3 If the clearinghouse is Availity, the app will prepopulate your Availity customer ID.

Entering bank information

ERA/EFT Enrollment Humana.

1 — 2 — 3 — 4 — 5
ERA/EFT Authorization — Contact Information — NPI Details — ERA Details — Enrollment

1 Select type of bank account.

2 Enter the bank's routing number.

3 If the routing number is found, the name and address will populate. If not, enter the details.

4 Enter the number of the account where you want the payments deposited.

Fields marked with * are required to enable the next button.

Cancel Back Submit

Organization Name: [Redacted]
Tax ID: [Redacted]
Enrolled By: NPI
NPI: [Redacted]
Type of Account *
Checking
Financial Institution Routing Number *
[Redacted]
Note: Address shown may be the institution's corporate address, not the local branch address.
Financial Institution Name *
[Redacted]
Street 1 *
[Redacted]
Street 2
[Redacted]
City *
[Redacted]
State *
[Redacted]
Zip *
[Redacted]
Telephone Number
[Redacted]
Ext
[Redacted]
Financial Institution Account Number *
[Redacted]
Retype Financial Institution Account Number *
[Redacted]

Reviewing the confirmation

View "Request ID" and "Estimated completion date" here.

ERA/EFT Enrollment **Humana**

Request Submitted

Thank you for Requesting ERA/EFT. Your request will be processed by our enrollment team.

Please include your request ID in any communications to Humana about this request. You may also need to give the request ID to your clearinghouse or vendor to complete the enrollment process.

How to check the status of this request online:

1. Sign into the Availity Web Portal.
2. Select "Payer Spaces," then "Humana."
3. From the Applications tab, select the ERA/EFT Enrollment app.
4. Search by tax ID, then search by the request ID shown above.

[Close](#)

Request Details

Request ID: [REDACTED]

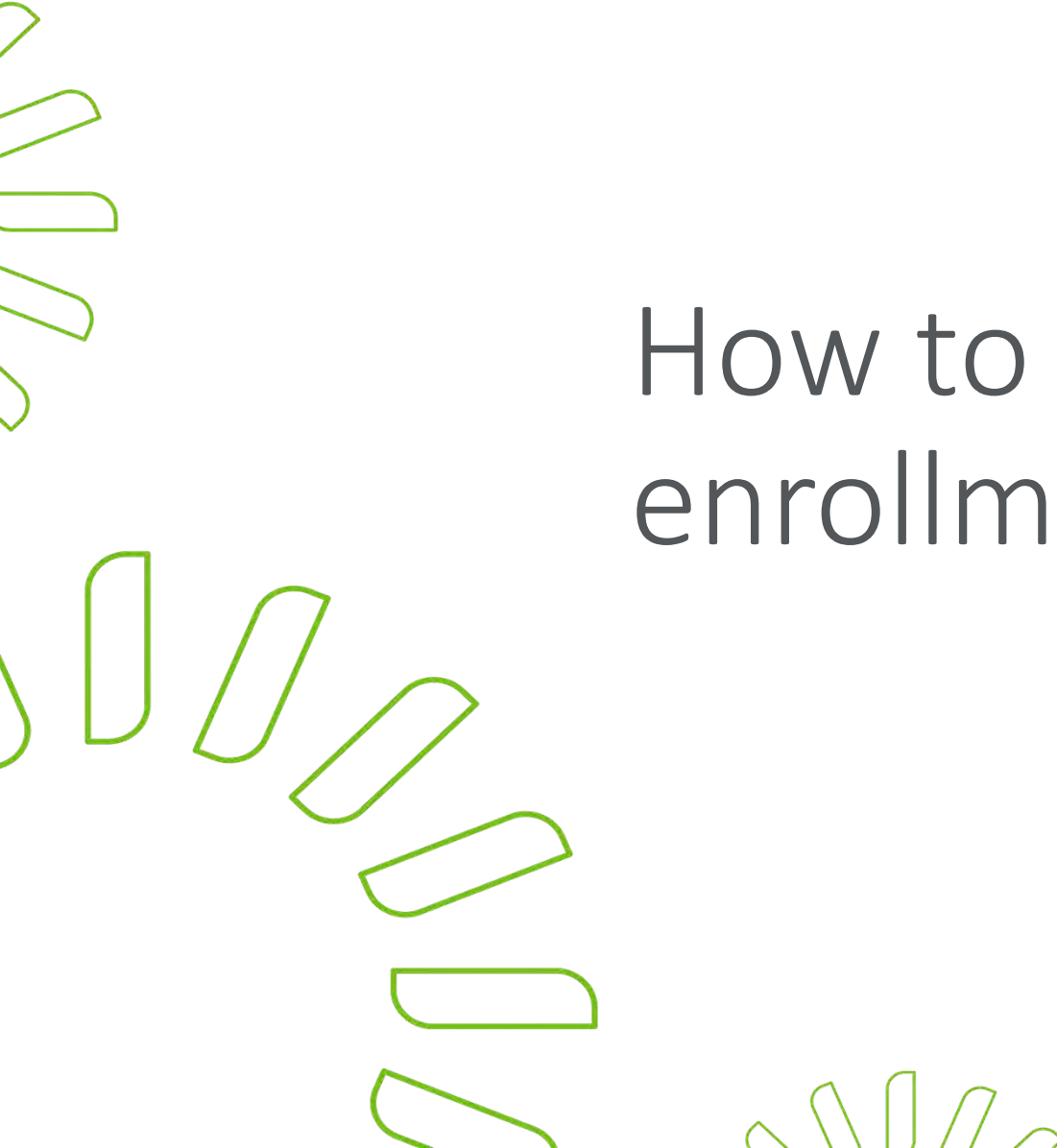
Date submitted: [REDACTED]

Estimated completion date: [REDACTED]

Organization name: [REDACTED]

Tax ID number: [REDACTED]

NPI: [REDACTED]



How to look up previous enrollment requests

Searching for previous requests

ERA/EFT Enrollment Humana.

Select a Tax ID to review existing enrollments, start a new request, or change current enrollment information.
Any updates made here will affect the payers listed below.

Use this application to enroll in electronic claim payments and remits or to update your enrollment information for the payers listed below. There is no separate ERA/EFT enrollment for each payer.

- Humana
- Humana Dental

For CompBenefits Dental, please review the [ERA/EFT Registration for Dental Providers](#) document, located in the Resources section of the Humana Dental payer space for ERA/EFT options.

Organization * Tax ID *

Enrollment Status :

2 (Optional) Search by enrollment status:

- Active
- Cancelled
- Declined

1 Select the organization and TIN.

3 Select "Search."

Viewing and searching results

ERA/EFT Enrollment Humana.

i Select a Tax ID to review existing enrollments, start a new request, or change current enrollment information.
Any updates made here will affect the payers listed below.

Use this application to enroll in electronic claim payments and remits or to update your enrollment. Your preferences will apply across the payers listed below. There is no separate ERA/EFT enrollment for each payer.

- Humana
- Humana Dental

For CompBenefits Dental, please review the [ERA/EFT Registration for Dental Providers](#) document, located in the Resources section of the Humana Dental payer space for ERA/EFT options.

Organization * Tax ID *

Enrollment Status :

Organization Name :
Address :

Search by Request ID :

NPI(s) i	ERA Retrieval i	Account#	Routing#	Financial Institution	Enrollment Details	View Request Status & History i	Action i
More..					Enrollment Source: Availity		
					Enrollment Status: Complete		

Enrollments and requested enrollments appear at the bottom of the page.

Tip: If you have a Request ID, you can search for it here.

Viewing more enrollment details

ERA/EFT Enrollment **Humana.**

Select a Tax ID to review existing enrollments, start a new request, or change current enrollment information.
Any updates made here will affect the payers listed below.

Use this application to enroll in electronic claim payments and remits or to update your enrollment. Your preferences will apply across the payers listed below. There is no separate ERA/EFT enrollment for each payer.

- Humana
- Humana Dental

For CompBenefits Dental, please review the [ERA/EFT Registration for Dental Providers](#) document, located in the Resources section of the Humana Dental payer space for ERA/EFT options.

Organization * Tax ID *

Enrollment Status :

Organization Name : Customer ID : Taxid :

Address :

Search by Request ID :

NPI(s) ⓘ	ERA Retrieval ⓘ	Account#	Routing#	Financial Institution	Enrollment Details	View Request Status & History ⓘ
<input type="button" value="More."/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Enrollment Source: Availity Enrollment Status: Complete	<input type="button" value="↻"/>

Tip:
Select the “More”
link to see additional
NPIs for an
enrollment request.

View the enrollment
source and status here.

Tip:
To view history,
select this icon.


Viewing enrollment history

Organization Name : _____ Customer ID : _____ TaxId : _____
Address : _____

NPI(s) : _____ More.. ERA Retrieval : _____

Historical records can be viewed within the range of five years, by default showing five years historical records till current date.

Enrollment Status : **i** Submitted From : **i** Submitted To : **i**
All | v _____ _____ **Submit** **Clear**

Request Information	ERA Retrieval	Financial Institution Info	Enrollment Details	Enrollment Dates
Submitter Type: Provider Request Type: Add ERA/EFT Request ID: _____	Web	Financial institution: _____ Accounts: _____ Routing#: _____	Preference for aggregation: TIN Enrollment Source: Availability Enrollment Status: Complete Confirmation#: 	Request Submitted: _____ 01:24:27 PM Scheduled Completion: _____ 01:24:27 PM Request Completed: _____ 06:40:18 PM

Back

Tip: Select the link to see more request details.

Tip: To find the confirmation number, select the eye icon.

Viewing request details

Displays submitter information.

The screenshot displays a web application interface for viewing request details. At the top, there are fields for 'Organization Name', 'Address', 'Customer ID', and 'Taxid'. The main content area is titled 'Request Details' and shows 'Request type: Add ERA/EFT'. A green callout box with a red arrow points to the 'Submitter Information' section, which contains the following details:

- Organization Name: [Redacted]
- Submitter Name: [Redacted]
- Email ID: [Redacted]
- Telephone No: [Redacted]
- Fax No: [Redacted]

Below the 'Request Details' window, there is a 'Request information' section with fields for 'Submitter Type: Pro', 'Request Type: Add E', and 'Request ID:'. At the bottom of the page, there are fields for 'Routing#:', 'Confirmations#:', and 'Request Completed: 06:40:18 PM'. A 'Back' button is located at the bottom left, and a 'Close' button is on the right side of the 'Request Details' window.



How to update or cancel an enrollment

Searching for the enrollment

ERA/EFT Enrollment Humana.

Select a Tax ID to review existing enrollments, start a new request, or change current enrollment information.
Any updates made here will affect the payers listed below.

Use this application to enroll in electronic claim payments and remits or to update your enrollment. Your preferences will apply to the payers listed below. There is no separate ERA/EFT enrollment for each:

- Humana
- Humana Dental

For CompBenefits Dental, please review the [ERA/EFT Registration](#) page for the Humana Dental payer space for ERA/EFT options.

Organization * Tax ID *

Enrollment Status :

2 (Optional) Search by enrollment status:

- Active
- Cancelled
- Declined

1 Select the organization and TIN.

3 Select "Search."

Locating the enrollment you want to change

ERA/EFT Enrollment **Humana.**

i Select a Tax ID to review existing enrollments, start a new request, or change current enrollment information.
Any updates made here will affect the payers listed below.

Use this application to enroll in electronic claim payments and remits or to update your enrollment. Your preferences will apply across the payers listed below. There is no separate ERA/EFT enrollment for each payer.

- Humana
- Humana Dental

For CompBenefits Dental, please review the [ERA/EFT Registration for Dental Providers](#) document, located in the Resources section of the Humana Dental payer space for ERA/EFT options.

Organization * Tax ID *

Select..

Select..

Enrollment Status :

Select..

[Search](#)

Organization Name : Customer ID : Taxid :

Address :

Search by Request ID :

[Apply](#)[Clear](#)[Add ERA/EFT **i**](#)

NPI(s) i	ERA Retrieval i	Account#	Routing#	Financial Institution	Enrollment Details	View Request Status & History i	Action i
More..					Enrollment Source: Availity Enrollment Status: Complete	↻	☰

Enrollments and requested enrollments appear at the bottom of the page.

Find the enrollment and select the icon in the "Action" column.

Selecting the action you want to take

ERA/EFT Enrollment **Humana.**

Select a Tax ID to review existing enrollments, start a new request, or change current enrollment information.
Any updates made here will affect the payers listed below.

Use this application to enroll in electronic claim payments and remits or to update your enrollment. Your preferences will apply across the payers listed below. There is no separate ERA/EFT enrollment for each payer.

- Humana
- Humana Dental

For CompBenefits Dental, please review the [ERA/EFT Registration for Dental Providers](#) document, located in the Resources section of the Humana Dental payer space for ERA/EFT options.

Organization * Tax ID *

Enrollment Status :

Organization Name : Customer ID : TaxId :
Address :

Search by Request ID :

NPI(s) ⓘ	ERA Retrieval ⓘ	Account#	Routing#	Financial Institution	Enrollment Details	View Request Status & History ⓘ	Action ⓘ
More..	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Enrollment Source: Availity Enrollment Status: Complete	<input type="button" value="↻"/>	<input type="button" value="☰"/>

From the drop-down list, choose the action you want to take.

Cancel
Change ERA
Change EFT

Enrollments sourced via PNC/ECHO cannot be updated online

The screenshot displays a web application interface with a modal dialog box in the center. The dialog box, titled "Action", contains the following text: "This enrollment is Read-Only and can't be changed or cancelled from this application. If your organization would like to opt out of the Virtual Card Program or have questions about the program, please contact ECHO Health at: 1-888-483-9212, Monday-Friday, 8 a.m.-6 p.m. eastern." A "Close" button is located at the bottom right of the dialog. In the background, a table lists enrollment details. One row is highlighted with a red box, showing "Enrollment Source: PNC/ECHO" and "Enrollment Status: Active". A red note box at the bottom left contains the text: "Note: Attempting to change a PNC/ECHO enrollment displays a message with contact information." Two red arrows point from this note box to the highlighted enrollment row and the modal dialog box.

Organization Name : _____ Customer ID : _____ TaxId : _____
Address : _____

Search by Request ID

Add ERA/EFT ⓘ

NPI(s) ⓘ ERA R _____ Request Status & Action
History ⓘ ⓘ

More... _____

Enrollment Status: Active

Enrollment Source: PNC/ECHO Enrollment Status: Active


Enrollment Source: Availity Enrollment Status: Active

Enrollment Source: _____

Note: Attempting to change a PNC/ECHO enrollment displays a message with contact information.

Changing ERA: Reviewing terms and conditions

ERA/EFT Enrollment



1 ERA Authorization 2 Contact Information 3 ERA Details

Terms and conditions for electronic remittance advice (ERA) agreement and authorization

The provider and Humana agree to the following terms and conditions regarding electronic remittance advice (ERA):

1. By providing the electronic signature below, the provider, or an authorized representative of the provider, authorizes Humana to deliver remittance detail via the ANSI X12 Healthcare Claim Payment/Advice (835) format to the provider's designated organization for processing.
2. The person or entity signing this authorization represents and warrants that they have received all necessary approvals and authorizations to initiate this request.
3. The provider or an authorized representative of the provider will be responsible for initiating changes or corrections to information previously provided. Notification will be made in a timely manner to allow Humana to respond. Provider releases Humana from any liability - which may arise solely by reason of error, mistake or fraud - relating to the information provided on the authorization by the provider or an authorized representative of the provider.
4. Provider agrees to submit all claims for payment electronically to Humana and accept remittance detail via the ANSI X12 Healthcare Claim Payment/Advice (835) format from Humana.
5. Upon completion of ERA enrollment, all remittance details will be provided electronically, at which time paper remittance details will be discontinued. Humana will deliver the ERA within the HIPAA core-compliant operating rules guideline of three days.

These terms and conditions do not supersede any provisions set forth in the applicable network participation agreement(s) between provider or provider's affiliate and Humana and/or its affiliates.

Please print and keep a copy of this agreement.

I have read the terms of this agreement and I understand and agree to them. By clicking "Accept" below, I provide my electronic signature.

I Accept

Cancel Next

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Print

Review details, select "I Accept" and continue.

Changing ERA: Providing contact information

ERA/EFT Enrollment Humana.

1 ERA Authorization 2 Contact Information 3 ERA Details

Organization Name:

Tax ID:

Relationship with this provider organization * :

Part of provider organization Agent Clearinghouse Vendor

Provider Contact information

Title. Provider Contact Name ⓘ *

Telephone Number * Ext

Email Address *

Confirm Email Address *

Fax Number

Fields marked with * are required to enable the next button.

1

Select your relationship with the provider organization.

2

Complete the remaining fields and select "Next."

Changing ERA: Entering ERA details

ERA/EFT Enrollment Humana.

1 ERA Authorization — 2 Contact Information — 3 ERA Details

Organization Name: [Redacted]
Tax ID: [Redacted]

ERA Delivery Method *
Clearing House

Clearinghouse *
Avality

Customer Id *
[Redacted]

Fields marked with * are required to enable the next button.

Cancel Back Submit

1 Indicate how you want your ERA delivered: clearinghouse or web.

2 If you selected "Clearinghouse," indicate the clearinghouse name.

Changing ERA: Reviewing the confirmation

ERA/EFT Enrollment

Request Submitted

Thank you for Requesting ERA/EFT. Your request will be processed by our enrollment team.

Please include your request ID in any communications to Humana about this request. You may also need to give the request ID to your clearinghouse or vendor to complete the enrollment process.

How to check the status of this request online:

1. Sign into the Availity Web Portal.
2. Select "Payer Spaces," then "Humana."
3. From the Applications tab, select the ERA/EFT Enrollment app.
4. Search by tax ID, then search by the request ID shown above.

Close

Request Details

Request ID: [Redacted]

Date submitted: [Redacted]

Estimated completion date: [Redacted]

Organization name: [Redacted]

Tax ID number: [Redacted]

NPI: [Redacted]

Request ID and estimated completion date are shown here.

