ELECTRONIC REMITTANCE ADVICE (ERA)

Electronic Remittance Advice (ERA/835) files are electronic transactions that contain the same information as your paper remittances. ERAs help increase the efficiency of your payment and adjustment posting process, and since they are delivered electronically, you get them sooner than you would get a paper remittance. You can use the ERA/835 to either post payments and adjustments automatically into your practice management software (if your vendor supports it), or you can view/print the information so you can post it the same as you would a paper remittance.

Most payers require that you fill out an ERA enrollment form to begin receiving ERAs. These forms are located on our website under: **Resource Center > Payer ERA Enrollments.** Once the payer starts sending your ERAs to Office Ally, they will be made available to you in your Office Ally account.

ACCESS AND DOWNLOAD ERA/835 FROM OFFICE ALLY

Whether you are going to load the ERA files into your practice management software or into Medicare's Easy Print software, you will first need to follow these steps to download the ERA files from Office Ally.

- 1. Log in to <u>www.officeally.com</u>
- 2. In the Service Center, in the Download section on the left, click on Download EOB/ERA, a calendar will display. Days that have one or more unviewed ERAs will be indicated in pink.
- 3. Click on a date to display the ERAs available on that day, or to view all ERAs for that month, simply set the **Report** Mode to *Monthly* and click **Go**.
- 4. Any ERAs available in your account for the day/month chosen will be displayed in the grid below the calendar.
- 5. Click the VIEW link in the Download/View column next to the ERA file you wish to download. This will download the zip file which contains both the actual 835 (*.835) and a readable text version (*.TXT) of the ERA.

<	Feb	ruary	201	4	>>	Report L	egend
S	MT	w	Т	F	S	File(s	s) Pending
					1	File(s	s) Downloaded
2	3 4	5	6	7	8		
9	10 1	1 12	13	14	15	керогт і	Mode: Daily • [2] [14] [2014 [] (mm/dd/yyyy)
16	17 1	3 19	20	<u>21</u>	22	Report T	Type: All ▼ Go
23	24 2	5 26	27	28		Please ι	use the calendar (left) to view daily report or for advanced report
						options,	select criteria above then click Go.
Dail	y EOB	/ ER/	\ 8 3	5 Re	ports	options, s for 2/14/2	select criteria above then click Go. 2014 - [Report Type = All]
Dail Da	y EOB te	/ER/	83 ort	5 Re Typ	ports	options, s for 2/14/2 File ID	select criteria above then click Go. 2014 - [Report Type = All] File Name EOB ID # Claims Download/View
Dail Da 2/14	y EOB te 4/2014	/ ER/	833 ort 835	5 Re Typ	ports	options, s for 2/14/2 File ID 174258477	select criteria above then click Go. 2014 - [Report Type = All] File Name EOB ID # Claims Download/View 174258477_ERA_STATUS_4010_20140214.zip D342860C 1 VIEW
Dail Da 2/14 2/14	y EOB te 4/2014 4/2014	/ ER/ ERA ERA	0 835 835	5 Re	ports	options, s for 2/14/2 File ID 174258477 174258478	select criteria above then click Go. 2014 - [Report Type = All] File Name EOB ID # Claims Download/View 174258477_ERA_STATUS_4010_20140214.zip D342860C 1 VIEW 174258478_ERA_STATUS_4010_20140214.zip 356D3086 1 VIEW

- 6. Once you've downloaded the file it should open in an Explorer window.
- 7. Click the **Extract all files button** then browse your computer to specify where you want the files to be extracted to. Extract the files to a specified folder on your system where you will manage them from.



NOTE: ERAs contain PHI and access to them should be limited to only those individuals that are authorized to view them. Keep this in mind as you choose a folder location for the files.

Select a Destination and	Extract Files	
Files will be extracted to this fold	der:	
C:\ERA		Browse
Show extracted files when co	omolete	
Show extracted files when co	omplete	
Show extracted files when co	omplete	
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8. Once the files have been extracted a window should open showing you the extracted files in their new folder location. Your files are now ready for you to either load into your practice management system or into Medicare's Easy Print software.

Computer > Local Disk (C:) > ERAs						
✓ Include in library ✓ Share with ✓	Burn New folder					
Name	Date modified	Туре	Size			
174258477_ERA_835_4010_20140214.835	2/24/2014 2:42 PM	835 File	1 KB			
174258477_ERA_STATUS_4010_20140214.txt	2/24/2014 2:42 PM	Text Document	4 KB			

ALTERNATIVES TO USING THE ACTUAL 835 FILE

Office Ally provides both a readable text (.TXT) version of the file as well as a handy ERA Check Look Up tool to look up ERAs by Check # (TRN02). The reason we do this is because the actual ERA (.835) file is a machine-readable file.

The readable text (.TXT) version of the ERA is included in the .ZIP file with the .835.

READABLE_ERA_STATUS_SAMPLE	.bt						
Dear: First Last (username)							
Your Claims have been adjudi	icated by the Payer	. Electronic Payment	/ Advise infor	mation has be	en received	by Office Ally and summarized	as follows.
HEALTH CARE CLAIM PA	YMENT/ADVICE						
ch l-H		# cl-/		0		Dete	
Check#	Amount	# Claims NPI	or Tax 10	Payee		Date	
10045670	15.07	1 1004	567000			02/12/2014	
12545676	15.07	1 1254	507090	DOCTOR 5	MITH NO LID	02/12/2014	
Check#	Patient TD	Last First	Charge Amt	Payment Amt	Accent#	Status	Paver
12345678	987654321	DOE, JANE	183.00	15.07	JDOE123	PROCESSED AS SECONDARY	ABC INSURANCE COMPANY 1234 STREET ST CITY,ST 999990001
					Payer Claim Claim State	Control Number: 9998887776665 ment Period: 01/21/2014 -	Tax ID: 95-9999999 5-005/20140212TEST0 01/21/2014
Line Item: Svc Da 01/21/	ate CPT Charge /2014 99213 183.00	Amt Payment Amt 15.07	Total Adj Amt 167.93	Remarks NO REMARKS			
	Adjustment Gro OTHER ADJUSTME	up AdjAm NTS 167.93	t Translated Re PAYMENT ADJUS	ason Code STED BECAUSE C	HARGES HAVE	BEEN PAID BY ANOTHER PAYER.	

The **ERA Check Look Up** tool (available in the Service Center) allows you to enter the Check #/TRN02 value of a remittance you've received and easily pull up the information for that check.

	Search Opt Enter ERA C	ions - heck Nu	mber: 🕶					
Plea	se enter the se	earch cr	iteria then	click 'Searc	h'.		Search	
arch	Results:							
check check check	Number: Amount: \$15 Date: 02/	5.07 12/2014	5	Pay Pay	To: C			
utbou utbou (F	Ind Report St Ind Report Fi ile ID	atus: R le: Cre	eport Gen _ER eated 2/14	erated A_STATUS V2014 10:20	_4010_20 5:45 AM, 1	0140214.zip. User ID dam	xxx	
		ast, Fir	stname	\$183.00	S1	5.07	PROCESSED AS SECONDARY	
	Service Date	CPT	PT Charge Amt	Payment Amt	Adj. Amt	Remarks	Adjustment Details (Group, Amount, Reason)	
	01/21/2014 99213 \$183.00		\$15.07	\$167.93		OTHER \$167.93 PAYMENT ADJUSTED BECAUS ADJUSTMENT CHARGES HAVE BEEN PAD BY ANOTHED BAYED		

Another option for viewing the information in the .835 in a readable format is using Medicare's Easy Print Software. Instructions on how to download and install Medicare's Easy Print Software are available on our website under: **Resource Center > Office Ally Forms and Manuals > <u>ERA - Medicare Remit Easy Print Instructions</u>.**