



***CALL TO ATTENTION**

835 Electronic Remittance Advice (835 ERA) Update

This notice applies to STAR, STAR Kids and CHIP providers servicing Blue Cross and Blue Shield of Texas (BCBSTX) members. This is an update to a March 2017 announcement, which advised that missing Electronic Remittance Advice (ERA) files could not be reloaded for claims submitted for members enrolled in any of the BCBSTX Medicaid Chip plans. Therefore, impacted providers were instructed to refer to the paper Provider Claim Summary (PCS) sent by regular mail for remittance information STAR, STAR Kids and CHIP claims.

Effective Nov. 30, 2017, STAR, STAR Kids and CHIP providers enrolled to receive the 835 ERA from BCBSTX may request redelivery of missing ERA files, to their designated receivers, issued since Jan. 1, 2017. Please note that ERA files originally issued prior to Jan. 1, 2017 cannot be reloaded. To request redelivery of ERAs for STAR, STAR Kids and CHIP claims, you may contact Provider Customer Service at the number on the member's ID card. Paper PCSs will continue to be mailed for providers who are not enrolled for ERA.

Not enrolled for ERA? Providers may enroll online for ERA and also make any necessary set-up changes through the Availity™ Web portal at no cost. The online enrollment process can be completed in near real-time. Providers will receive a confirmation letter acknowledging the enrollment effective date and related information. To register for Availity, visit their website at availity.com and complete the online application today.

For more information on 835 ERA enrollment and related topics, visit the [Electronic Commerce / EFT & ERA section](#) of our Provider website.

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