

Common Remit Issues

Issue	Resolution
<p>If a Part B provider was set up for Electronic Remittance Advice (ERA) and neglected to return the required Electronic Funds Transfer (EFT) CMS-588 form prior to transition, the ERA was turned off.</p>	<p>Providers who have since returned the required CMS-588 form should now be receiving EFT and ERA. For the period of time when the ERA was turned off, providers should have received a hardcopy remit. If you did not receive a hardcopy remit and need a duplicate, please complete the required forms available on our website: Part A: http://www.cahabagba.com/part_a/forms/remit_dup.pdf Part B: http://www.cahabagba.com/part_b/forms/DuplicateRA_ERAResponseForm.pdf If you are still not receiving ERA, please call EDI at 866 582-3253 or e-mail us at PartBEDIservices@cahabagba.com. Please have your PTAN and submitter ID available when you call.</p>
<p>Providers not receiving ERAs or ERAs are not on the Secure FTP server to download.</p>	<p>Please contact EDI Services at 866 582-3253 so that we can verify your ERA set-up. Please have your PTAN and submitter ID available when you call.</p>
<p>Providers unable to download ERAs.</p>	<p>Instructions for connecting to the secure FTP server are available on our website at http://www.cahabagba.com/j10/edi/edi_ftp_instructions.pdf. Please contact your software vendor for assistance. If you are using PC-ACE Pro32, instructions are included in the manual on our website at http://www.cahabagba.com/part_b/edi/PC_ACE_Pro32_User_Manual.pdf.</p>
<p>Providers need duplicate hardcopy remits generated prior to J10 A/B MAC transition.</p>	<p>Please complete the required forms available on our website. Part A: http://www.cahabagba.com/part_a/forms/remit_dup.pdf Part B: http://www.cahabagba.com/part_b/forms/DuplicateRA_ERAResponseForm.pdf</p>
<p>Daily Payment Cycles – Part A Only</p>	<p>After transition, Cahaba GBA began processing payment cycles daily. It is important to remember that the payment floor is still in effect. EDI claims are subject to a 14 day payment floor before payment can be released. A daily payment cycle does not mean a claim submitted today will be processed and paid tomorrow.</p>
<p>Providers need a corrected Part A remittance to file with secondary insurance because the original remittance was missing the number of services.</p>	<p>Please contact us at 1-877-567-7271 and mention that you need a <u>corrected</u> remit due to the number of services being incorrect on your current remit. This is different than a duplicate remit which would require following the process on our website. For Part A, the instructions and form can be found at</p>

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	http://www.cahabagba.com/part_a/forms/remit_dup.pdf .
Providers did not download ERA from the outgoing contractor prior to the J10 A/B MAC transition.	<p>Providers who did not download their final ERA file from the outgoing contractor may obtain a hardcopy remittance by completing the required forms available on our website.</p> <p>Part A: http://www.cahabagba.com/part_a/forms/remit_dup.pdf Part B: http://www.cahabagba.com/part_b/forms/DuplicateRA_ERAResquestForm.pdf</p>
Providers not receiving ERA because the claims rejected on the front-end.	<p>To ensure the claim's accuracy, the J10 MAC, Cahaba GBA edits the inbound claim files and produces audit trail reports and 997 reports for retrieval from our Secure FTP Server. Claims that do not pass the front-end edits must be corrected and resubmitted before they can be entered in the Part A FISS or Part B MCS system for processing. A complete list of the audit trail explanations is available on our website.</p> <p>Part A: http://www.cahabagba.com/part_a/edi/erf.htm Part B: http://www.cahabagba.com/part_b/edi/efr.htm</p> <p>Only after a claim is successfully input in the system will you receive adjudication information on either a Standard Paper Remittance (SPR) or on an ERA file.</p>
Following transition, the provider is set up to receive ERA; however, prefers to receive hardcopy remittance.	Please contact the EDI Services department at 866 582-3253. Please have your EDI submitter ID, NPI, and PTAN ready when you call.