

Medicare Advantage Provider FAQ



News and Information

August 9, 2024

Frequently Asked Questions: Electronic Remittance Advice (ERA) Post-Change Healthcare Outage

Aspirus Health Plan's Medicare Advantage remits are available through Availity as part of their Lifeline service, what actions do I need to take?

Please see scenarios below:

- **Providers who were previously enrolled with Change Healthcare (CHC)/Optum to receive remits and did not switch their enrollment away from CHC/Optum:**
 - No action required. These providers will begin receiving ERAs starting Aug. 12, 2024, when connectivity is reestablished.
- **Providers who moved their enrollment to another clearinghouse (i.e., Availity's Lifeline) and plan to receive ERAs from CHC/Optum in the future:**
 - Providers will need to re-enroll with CHC/Optum to receive ERAs from CHC/Optum for Aspirus Health Plan's payer ID.
- **Providers who plan to stay with a different clearinghouse vendor post-outage and are currently enrolled with Aspirus Health Plan's Medicare Advantage Payer ID:**
 - No action required from providers in this scenario.
- **Providers who are not currently receiving Aspirus Health Plan Medicare Advantage EDI 835 transaction remits:**
 - The provider or clearinghouse needs to enroll for EDI 835 transactions with Availity for Aspirus Health Plan's Medicare Advantage Payer ID 36483 to receive Aspirus Health Plan's Medicare Advantage ERA/remits.

Why am I receiving remittances for some of my payments but not all of them?

Call Aspirus Health Plan's Medicare Advantage Provider Assistance Center at 715.631.7411 or 1.855.931.4850 to determine if there are any locations that are not setup with Availity. If so, these locations and NPIs need to be

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enrolled with Availity for Aspirus Health Plan's Medicare Advantage payer ID. This can be done by either the provider or their clearinghouse. For any questions, call Availity Client Services at 1.800.282.4548.

I was receiving remittances as of a specific date; why am I no longer receiving remittances?

Please contact Availity Client Services at 1.800.282.4548, provide your NPI and Tax ID, and ask them about your enrollment.

How do I obtain historical remits?

Before historical remits can be transmitted, a provider or their clearinghouse must enroll for ERAs with Availity. Once enrolled, call Aspirus Health Plan's Medicare Advantage Provider Assistance Center at 715.631.7411 or 1.855.931.4850 to request any retro 835s. Due to system limitations, we can only provide electronic remits within the last 90 days. For anything over 90 days, we can provide a copy of the EOP (paper remit). The 90 days is a rolling date, meaning when we retransmit the ERAs we will go back 90 days from the current date.

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