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Great-West Healthcare
 DENTAL ELECTRONIC REMITTANCE ADVICE (ERA) ENROLLMENT REGISTRATION

PAYER ID NUMBER	80705				
ELECTRONIC REGISTRATIONS Agreements Required	<p>Participation in Dental Electronic Remittance Advice (ERA) is limited to those provider's whose practice management software vendor is participating in ERA with Emdeon or to those provider's who have a Dental Provider Services (DPS) account. Please contact your software vendor to verify participation or register for a DPS account at www.emdeondental.com</p>				
ENROLLMENT CONFIRMATION	<p>ERA enrollments take approximately 5-7 business days for completion. Once complete, Emdeon Dental will notify the provider or their software vendor to expect to begin receiving ERAs from Great-West Healthcare.</p>				
CHANGING ELECTRONIC BILLING AGENTS	<p>If the Provider currently receives ERAs through another Billing Agent other than Emdeon Business Services each Provider must re-enroll following the procedures listed above.</p>				
DISCONTINUING ERA	<p>Discontinuing ERA is a 2 step process.</p> <ol style="list-style-type: none"> 1. Deactivation <ol style="list-style-type: none"> a. Providers receiving ERAs via their Practice Management Software need to request deactivation from their software Vendors. Please call your PMS directly. b. Providers receiving their ERAs via an Emdeon DPS account need only ignore the ERA option when logging into the DPS. 2. Payer Un-enrollment <ol style="list-style-type: none"> a. Each payer has their own unique process to discontinue ERAs and return to paper Remittance Advice. Please follow the below steps for this payer. <p>If a provider wishes to discontinue receiving ERAs from Great-West Healthcare he needs contact Emdeon Business Services, Inc at 888-255-7293.</p>				
CONTACT PHONE NUMBERS	<table border="0"> <tr> <td>Great-West Healthcare Provider Relations</td> <td>888-663-8081</td> </tr> <tr> <td>Emdeon Business Services Provider Enrollment</td> <td>888-255-7293</td> </tr> </table>	Great-West Healthcare Provider Relations	888-663-8081	Emdeon Business Services Provider Enrollment	888-255-7293
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Customer Service Bulletin

TO: All Dental Submitters

DATE: 7-18-08

SUBJECT: Great West Healthcare 835 Generation

Emdeon Business Services – Dental has been notified by Great West Healthcare of 26 reasons why GWH will not generate an ERA/835 transaction. The following list is not all inclusive and not in any particular order of importance.

Criteria Causing Non-Generation of an 835

1. The provider or affiliates of that provider are not established in our provider database to receive the 835 via a clearinghouse.
2. Claim in a pending status
3. Dental predetermination or pretreatment
4. Precertification
5. Capitated claim
6. Claim on which a letter may be returned (e.g. additional information needed)
7. Claim on which payment has been VOIDED
8. Claim on which a REFUND sent (benefits corrected and a corrected payment made)
9. Long Term Disability (LTD) Claim
10. Short Term Disability (STD) Claim
11. Prescription Drug Claim
12. FICA (Federal Insurance Contributions Act) – Social Security Taxes
13. FICA distax – related to disability benefits for FICA purposes
14. ESCROW
15. Health Reimbursement Account (HRA)
16. Flexible Spending Account (FBA)
17. Payment made to member
18. Claim submitted via Great-West Healthcare but paid by a Third Party Administrator (TPA)
19. Manually created claim due to special handling needed. Depending on the type and nature of the claim, certain circumstances may warrant creation of an 835 for manually created claims.
20. Claim submitted for a member who is not covered with Great-West Healthcare
21. Based on the financial funding terms of the contract/agreement Great-West Healthcare has with the employer group
22. Based on the terms of the contract/agreement Great-West Healthcare has with the employer group, certain types of claims may not be processed in our claims' systems
23. Claim where charge amount and paid amount = 0 (zero)
24. Claim where benefits are split between the provider and another payee.
25. Special payee – payment to someone other than the provider of service, i.e. surviving spouse, deceased member's estate, employer, member if services performed in a foreign country, provider who refuses to provide a Tax Identification Number (TIN), provider who uses a central billing address that is different from the actual practice location, a state agency/Medicaid. Depending on the type and nature of the claim, certain circumstances may warrant creation of an 835 to these special payees.
26. Processing of the claim resulted in negative amount based on that member or provider claim processing history.

If you have any questions regarding this bulletin, please contact Emdeon Business Services Dental Customer Support at 888-255-7293.

Emdeon Business Services is proud to be your EDI partner and remains committed to your success. Visit our website at www.emdeondental.com for information regarding our latest HIPAA readiness information, healthcare EDI technologies, services and payer lists.