

Aetna Better Health® of Kansas
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Aetna Better Health® of Kansas

EFT/ERA Registration (EERS) FAQ

For Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA), Aetna Better Health of Kansas utilized the Change Healthcare EFT/ERA Registration Services (EERS) system. Below, you will find frequently asked questions about EERS. If you have additional questions that are not listed below, contact your Aetna Provider Experience team at **1-855-221-5656** or providerexperience_ks@aetna.com. Providers can also view the Change Healthcare FAQ page or contact the Change Healthcare Support Team at **1-800-956-5190** Monday through Thursday from 8 AM to 5 PM CST.

Frequently Asked Questions

Q: If I'm already enrolled in EFT and/or ERA services with Aetna, do I have to re-enroll through Change Healthcare's new process?

A: No, you will not need to re-enroll.

Q: Is the new portal the same portal that providers currently use to view remits on Change Healthcare?

A: No. EERS is a separate portal solely for EFT/ERA registration.

Q: Will this portal include access to members' PHI/PII?

A: No. This tool will not capture any PHI or PII, only the provider's demographic and banking information for EFT/ERA purposes.

Q: Who should providers contact for EFT enrollment status?

A: Providers can log into the Change Healthcare portal to view their status or contact the Change Healthcare support line with any questions. ABH Provider Relations will not have additional information on provider enrollment status.

Q: What is the enrollment turnaround time?

A: Enrollment turnaround time has a goal of 10-12 business days. However, our turnaround time could be impacted during our initial implementation of this program.