May Claims Clues 2023
Special Notification

Service Ticket Request For
Electronic Remittance Advice (ERA) 835 Setup

Service Ticket Requests:

A Service Desk ticket request for ERA/835 setup must come from an authorized individual from within the provider's own organization that has the *authority* to accept the electronic Trading Partner Agreement (TPA) executed from the Community Manager (CM) web portal.

Requests for ERA/835 setup submitted by the Clearing house or billing service will not be accepted. Only the provider or authorized individual from within the provider's office can accept the TPA as it is a contractual agreement between the provider and AHCCCS.

What Information is Required:

The AHCCCS registered provider or an authorized individual from within the provider's office can submit a request for ERA/835 setup to servicedesk@azahcccs.gov. Make sure to provide the information listed below in the service ticket request:

1. Type of EDI transactions requested: **ERA/835 Setup**
2. Provider Name
3. AHCCCS 6-digit Provider ID Number
4. Provider NPI number
5. Provider Tax Identification number

The provider organization not the clearinghouse or billing service must Indicate in the service ticket request who you are authorizing to receive the ERA/835

- Provider organization, or
- Clearinghouse/billing service

IMPORTANT NOTE: Only the Provider organization or the clearinghouse/billing company can be set up to receive the ERA/835; not both.

If you are missing your ERA/835 Remits

If you are set up for 835/ERA through a clearinghouse or retrieving your own 835 files and missing the 835 file(s), please submit a service ticket by email: **servicedesk@azahcccs.gov.**

Request to have the service ticket assigned to **ISD Finance**. In order for ISD to research the request, please include the following information in your request, the 6 digit AHCCCS Provider ID, Provider NPI, the Payment Reference Number (EFT) and the Pay Date and Check amount.

Please include these categories or directions where to direct the request in the content -
Information Technology (IT) > EDI Transaction > 835 - EOB - Missing Remit Data File.