

## Electronic Funds Transfer (EFT) Reference Guide

Receiving payments electronically provides you with fast, confidential and secure claims payments. It also makes your practice more efficient by reducing paperwork and automating a manual process. Read below for information and helpful tips on EFT transactions, viewing provider statements and receiving Electronic Remittance Advice Files 835 (ERA).

**Tip: Use the Provider Portal, Security Health Online – it will make your job easier.** Reduce calls to Customer Service and wait time for answers by going online to receive important announcements, view statements and access more information on EFT transactions. (Note: Paper statements will stop with EFT. Statements will continue to be available though Security Health Online.)

### How to get access to Security Health Online

- If your practice is already registered and you need to add users:
  - Contact your practice administrator to receive login information.
- If your practice is not registered:
  - Visit [www.securityhealth.org](http://www.securityhealth.org), click on Providers, then Document Library, then Security Health Plan Provider Portal Access Request Form.

### How to set up electronic funds transfer

**Step 1: Obtain an EFT enrollment form by one of the following methods:**

- Contact your Provider Relations Account Manager
- Contact Provider Relations and Contracting Department at 715-221-9640 or 1-800-548-1224, extension 1-9640 to request a form.

**Step 2: Complete the form; mail or fax to:**

Security Health Plan  
Attn: Provider Relations and Contracting  
1515 North Saint Joseph Avenue  
P.O. Box 8000  
Marshfield, WI 54449-8000  
Fax: 715-221-9699

### Electronic funds transfer tips

#### What to expect after you enroll

- We will send confirmation of your enrollment to your practice's designated contact.
- Payments will begin the first of the month following enrollment confirmation.
- You will no longer receive paper checks or provider statements. Statements will continue to be available through Security Health Online.
- Interest is reported and paid on a separate check and not included in the EFT payment.

#### Necessary banking communication

- Work with your bank to reconcile EFTs to ensure the correct and necessary information posts.
- Complete and submit a new/updated Electronic Funds Transfer Authorization Agreement at least 10 days in advance of any changes to banking information.
- Make sure the ACH summary you receive from your bank includes addenda record information. You will need this to match your EFT and Electronic Remittance Advice (ERA).

## How to make changes/cancellations

Submit an Electronic Funds Transfer Authorization Agreement with the necessary information. You may access the form by one of the following methods:

- Contact your Provider Relations Account Manager
- Contact Provider Relations and Contracting Department at 715-221-9640 or 1-800-548-1224, extension 1-9640 to request a form.

## Important terminology and definitions

**Trace number** – The trace number found in the EFT addenda record links the ERA and EFT together for ease in matching and posting your payments. It is located in the TRN02 segment in the ERA.

- Our trace number includes an eight-digit practice account number followed by the date (yyyymmdd).  
Ex: 0123456720110601

**EFT issue/payment date** – When you receive your payments via EFT, the payment date listed in your ERA will match the date listed on your EFT addenda and it will reflect the actual date the funds will be available in your bank account.

*Note:* The date printed on the online provider statements will not match the ERA/EFT date. Paper statements are prepared prior to the actual EFT/ERA and therefore may be dated 1 to 4 days prior to the EFT/ERA dates.

**EFT overpayment recovery** – Our overpayment recovery process does not change once you enroll in EFT. We will only reverse an EFT deposit from your account in the instance of a duplicate or erroneous EFT. We will work with you to secure a settlement through alternative measures if an electronic debit is unsuccessful or for deposit only accounts.

**Paper checks** – In certain circumstances, even though you're enrolled in EFT, you may receive paper statements and checks.

- EFT failure due to a change in bank account information not communicated in advance.
- If the initial EFT fails, payment will be made by a paper check.
- Employers with Security Administrative Services (self-funded groups) may continue to receive payment via paper checks.

## Electronic Remittance Advice file 835 quick facts

- We transmit files in the HIPAA-mandated ASC X12 835 format.
- Each ERA includes the check draft or EFT trace number for reconciliation.
- Due to HIPAA requirements, we issue separate ERAs and EFTs for each billing or pay-to NPI. (Providers billing with multiple NPIs need to complete page 3 of the EFT Enrollment Form.)
- Claim payments are grouped by account payee and sent weekly or semi-monthly, based on product.
- Reprocessed claims are reported on an ERA with a reversal of the incorrect claim adjudication, followed by the corrected adjudication of the claim.

### Where to go for assistance

Contact the Provider Relations and Contracting Department at 715-221-9640 or 1-800-548-1224, ext. 1-9640 with questions.

Your banking institution is a good resource if you have additional questions regarding payments made via EFT.