Medical Billing Professionals Support Suite

Missing ERA Files in Payment Manager

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Missing ERA Files in Payment Manager

When Change Healthcare had a problem with Payment Manager not being available a couple of weeks ago, it was then discovered that many ERA files that should have been posted in Payment Manager are missing.

A support ticket has been opened with Change Healthcare asking them to refresh all of our client databases so these missing ERA files can then be found in Payment Manager.

Once they refresh the databases we will post a follow up notice. If then you believe some ERA files are still missing from Payment Manager, at that time we will request that you provide us the check number, check date and check amount. However, DO NOT PROVIDE THAT INFO TO US NOW. Let's wait and see if a refresh of the databases helps.

For our Platinum Service providers, we are holding off on following up on claims on the aging report until this issue is resolved. The reason for this is simple--there is no reason to follow up on claims that were actually paid so we want to wait for a refresh of the databases to see if the claims on the aging report were paid. However, we WILL continue to follow up now on claims that we believe denied in error on EOBs.

Thanks for your understanding.

Steve