

Resolution process for late or missing EFT or ERA

If you haven't received both the electronic funds transfer (EFT) and electronic remittance advice (ERA) within 3 business days of each other, they are considered late or missing. Here's how to resolve it:

Late or missing EFT

If you received the ERA but not the EFT payment within 3 business days:

- 1 Call Optum Pay Provider Support at **877-620-6194**
- 2 Provide the following information:
 - Tax ID Number (TIN)
 - Payment number – also known as the EFT number or check number
 - Payment date
 - Payment amount
 - Automated Clearing House (ACH) trace number – This is a unique 15-digit identifier assigned to each ACH transaction. It is used to track the transaction as it moves through the ACH network.

Late or missing ERA (835)

If you received the EFT but not the ERA payment within 3 business days:

- 1 Contact your trading partner (Clearinghouse) who is responsible for sending the 835/ERA to you. If you don't have a trading partner, contact:
 - UnitedHealthcare EDI Support at **800-842-1109** or SupportEDI@UHC.com
 - UnitedHealthcare Community Plan at **800-210-8315** or ac_edi_ops@uhc.com
- 2 Provide the following information:
 - Check number
 - Check date
 - Check amount
 - TIN and/or National Provider Identifier (NPI) number

If you use an Application Programming Interface (API) for ERAs, check the documentation from your API service provider for specific requirements.



Questions?

- **Enroll** in EFT
- Access your EFT/ERA data in the **Optum Pay Portal**
- Find additional information about the **CAQH EFT & ERA Reassociation Rule**

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Oxford Health Plans (CT), Inc., All Savers Insurance Company, Tufts Health Freedom Insurance Company or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, Optum Rx, Oxford Health Plans LLC, United HealthCare Services, Inc., Tufts Health Freedom Insurance Company or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH), or its affiliates.