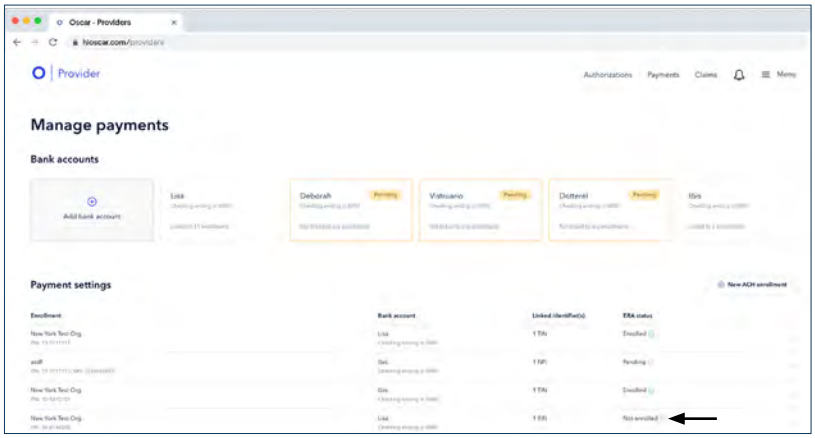
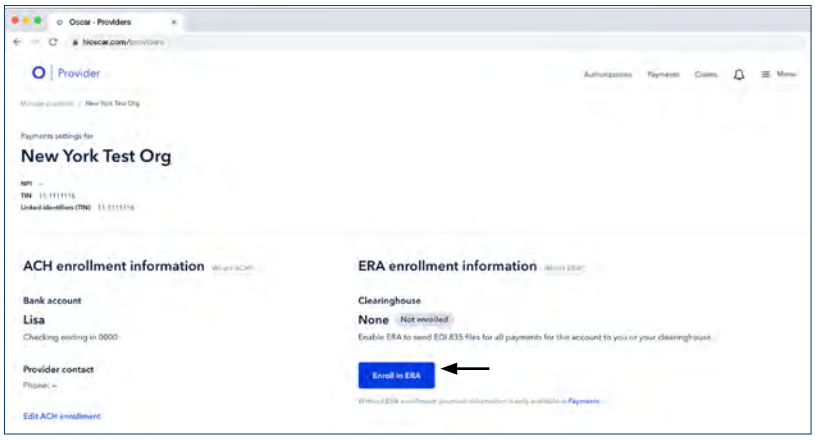
How to use 835 ERA Capabilities

To access the ERA Enrollment Form, navigate to the “Manage Payments” page in the portal, which can be accessed from the menu on the right hand side of your screen. Make sure to check our guide on setting up your ACH payments first. Double click on your bank account that has an ERA status of “not enrolled.” You will then see a status page with a button that allows you to enroll in ERA.

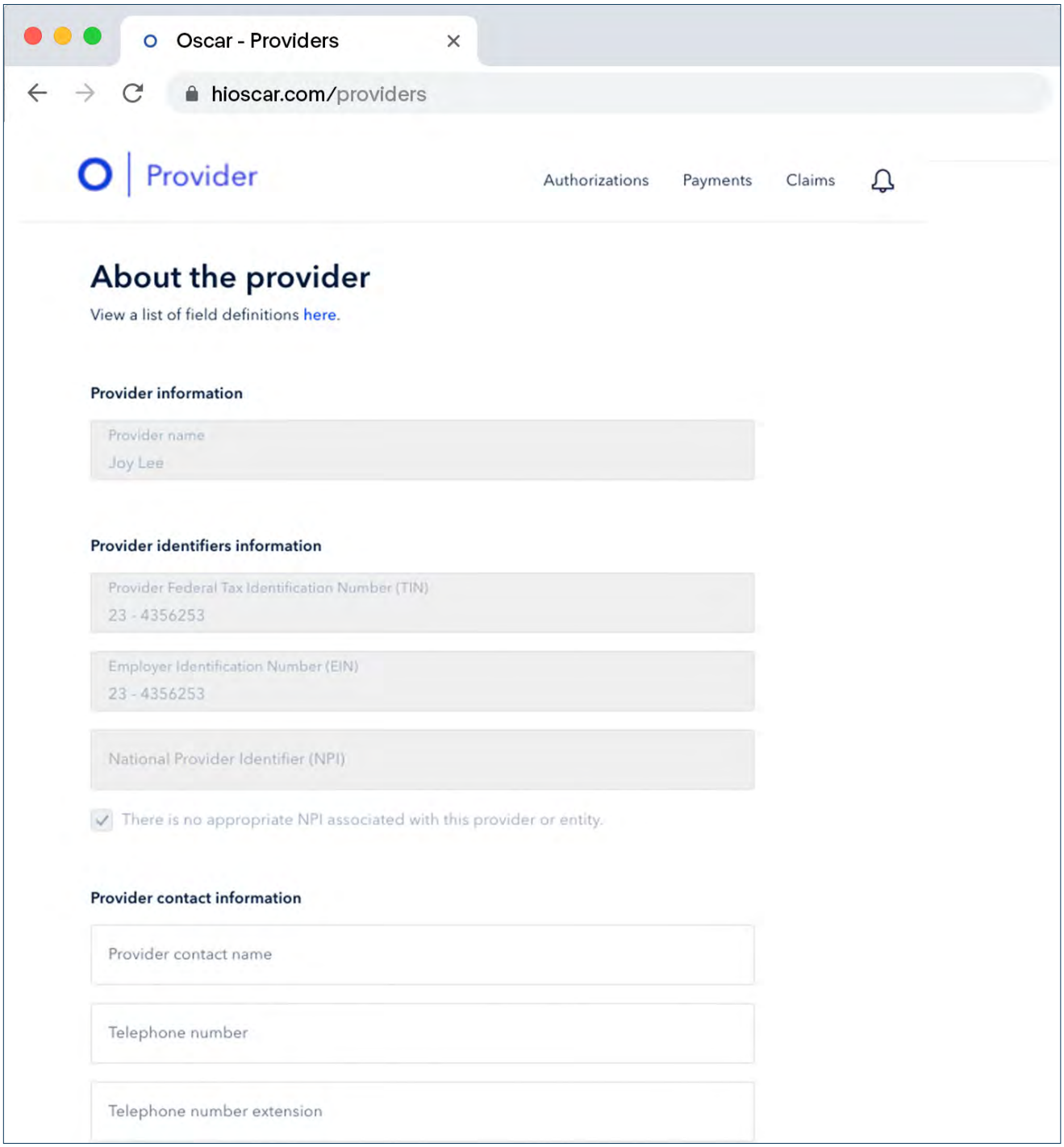
Reminder - You must complete ACH enrollment before beginning this process.





Step 1: Provider Contact Info

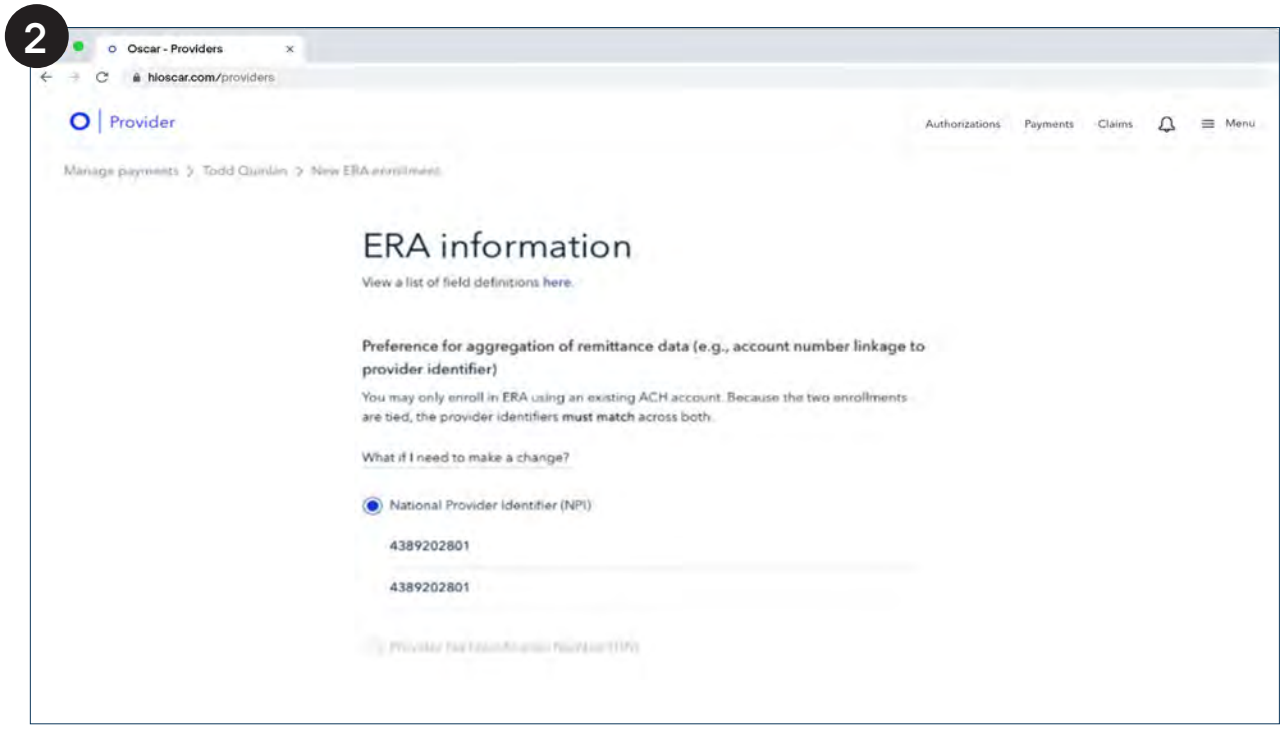
The form will be pre-populated with provider name, TIN, EIN, and NPI from the ACH enrollment form. Update the Provider Contact Information section with the appropriate information.



Step 2: Financial institution information - New

When enrolling in ERA, the preference for “aggregation of remittance data” will be pre-populated based on the ACH enrollment details for “account number linkage to provider identifier”.

Note: Once an ACH enrollment has a connected ERA enrollment, these TINs and NPIs cannot be changed. Users must add all TINs or NPIs to the ACH enrollment before enrolling in ERA. The alternative is to cancel both enrollments and start a new enrollment form.

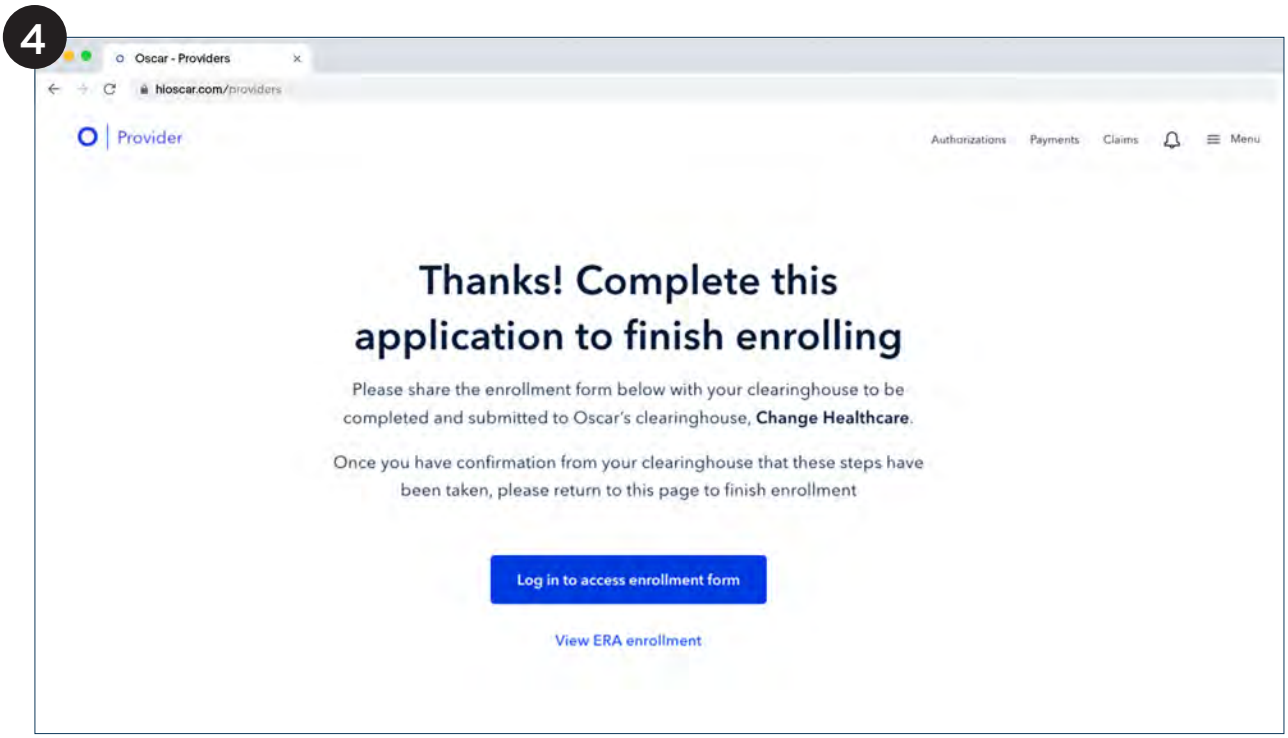


To Edit/cancel: The user cannot make any edits to the “ERA information” page. The preference for “aggregation of remittance data” will be pre-populated based on the ACH enrollment details for “account number linkage to provider identifier”.

Step 3: Submission information - New

In the ERA enrollment form, the user must note the reason for form submission and provide an electronic signature. These are fields required by CAQH.

To Edit: When editing "submission information", the user can choose to "change enrollment" or "cancel enrollment". The user must also provide an updated signature to authorize the changes to the enrollment.

Step 4: Complete application - New

Once the user completes their ERA enrollment form, they must share the Change Healthcare enrollment form with their clearinghouse. Upon completion of this step, the user must return to the enrollment details page and complete their ERA enrollment.