





Electronic Claims Processing




Curative offers its providers the option to submit claims electronically. See below for electronic payment methods and processing information.

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Electronic Payment Methods (EFT/ERA)


Curative offers the ability to receive claims payments and remittance advices electronically. Both options offer benefits over paper transactions.

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Electronic Funds Transfer (EFT)

Electronic Funds Transfer (EFT) is the electronic exchange of claims payments. It is safe, secure, and quicker than paper check payments. EFT allows payments to be deposited electronically directly into a bank account once a claims payment is released. There is no need to manually deposit checks. [Download EFT form here.](#)

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Electronic Remittance Advice (ERA)

Electronic Remittance Advice (ERA) enables you to receive claims payment information electronically. ERA files are transmitted in the HIPAA mandated ASC X12 835 5010 A1 format. ERA allows providers to post claims remittances electronically to your billing software vendor or clearinghouse to automate manual processes. Curative partners with [Availity](#), [TriZetto](#), and [Optum Intelligent Electronic Data Interchange \(iEDI\)](#) clearinghouses to obtain ERAs.

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Availity Update

Providers are now able to obtain ERA's through [Availity](#). Instructions for signing up for EDI claims and ERA's through Availity can be found on page 12 of [this guide](#) Batch Electronic Data (EDI) Interchange Standard Companion Guide.

Processing Information

Clearinghouses
 Availity, TriZetto, and Optum Intelligent Electronic Data Interchange (iEDI)

PayerID
 CURTV (ProfessionalClaims)
 CURTV (InstitutionalClaims)

Contact Information
 Phone: 1-800-556-2231
 Curative's Clearinghouse can be reached by email at physiciansupport@cognizant.com

Claims Status Inquiries

Providers can verify the status of their submitted claim telephonically by contacting Curative Provider Services at 855-414-1083.

Claims Submission Address and Reconsideration

Curative P.O. Box 1786
Austin, Texas 78767

