



M E M O R A N D U M

TO: All Providers

FROM: El Paso Health Plans

DATE: March 1, 2019

RE: Electronic Remittance Advice (835) Request Form / El Paso Health Payer Identification Sheet

El Paso Health has updated the Electronic Remittance Advice (835) Request Form and the El Paso Health Payer Identification Sheet. Effective immediately, please utilize the updated form when requesting 835 access. The form is located on our website under provider/forms/miscforms.

Electronic Remittance Advice (835) Request Process

- Submit ERA (835) Request Form to El Paso Health.
- A test file will be sent to ensure successful transmission to clearinghouse indicated on form.
- Provider will need to confirm receipt of the test file in order for the 835 process to be completed.
- Failure to confirm test file within 30 calendar days will cause the request to be closed and a new request will need to be submitted.

Please note:

Form submission /approval is not required to begin Electronic Data Interchange (837) transactions.

If you have any questions regarding the Electronic Remittance Advice (835) Request Form or the El Paso Health Payer Identification Sheet, please feel free to contact our Provider Relations Department at 915-532-3778 x 1507.