

---

## HUMANA - ERA (61101) Enrollment Instructions – ERA

- ✓ **BEFORE enrolling, you MUST have a Practice Insight EDI customer account # with billing provider record added.** Please contact your EDI solutions reseller to confirm your EDI customer account setup.
- ✓ **Make sure all required information is complete and accurate.** Recheck to make sure provider ID #s are valid. Invalid or incorrect provider IDs will cause the enrollment to be delayed or rejected.
- ✓ **Make a copy of the completed enrollment pages.** Note the date and method of submission.

**COMPLETE HUMANA ONLINE REGISTRATION AT- [www.humana.com](http://www.humana.com)**

For more information about Humana ERA/EFT, including FAQs, additional forms and Humana's self- service online remit inquiry, go to [http://www.humana.com/providers/tools/hippa/835\\_request\\_form.asp](http://www.humana.com/providers/tools/hippa/835_request_form.asp)

### 835 - ERAs Electronic Remittance Request (New) or (Change of Service)

To authorize Practice Insight to retrieve 835 ERA files, the provider must complete the Humana ERA/EFT online registration.

**See the following instructions. For further assistance with these steps provider's can phone Humana's web team at 1-877-845-3480 or send email to [providerconnect@humana.com](mailto:providerconnect@humana.com)**

1. The requester must go to <http://www.humana.com> . SEE "Humana Websites" and select "for Providers" → SEE "Claim Resources" dropdown and select "ERA/EFT" → SEE "Request Forms" → select "**ERA/EFT Setup-Change Request**"
2. Enter Requestor Information and Enter 2 recent check information, click Validate
3. SEE "**Request Type**" drop down → Select "Add ERA"
4. SEE "**Provider Demographics**" → Select "All" → Select Next

**IMPORTANT: SEE Tabs under "Provider Demographics" All—Group—Facility—Individual**

Select the "**ALL**" tab-- To ensure the ERA Change File Delivery will include the Group and ALL providers under the Group. Select "**Individual**" providers to setup Change File Delivery for selected individual providers only.

5. Agree to ERA Terms and Conditions otherwise you cannot proceed per Humana.
6. See "**Add ERA**" → Enter Provider Contact Information → SEE "File Delivery Type and Select "Vendor" → Select "ERA" → Select Next
7. SEE "**Vendor Information**" → SEE "Vendor Name" drop down → Select "**Practice Insight**" → Select Next
8. Once you have completed the online registration a confirmation page will display summarizing the updates you have made. You may print the confirmation page by clicking the **Print** link located in the top-right of the screen.

**NOTE:** To cancel request without making any updates and return to Provider Details page. Click [**Back**] button.

---

### ALLOW 2-4 WEEKS FOR PROCESSING

*If it has been more than 30 days since your request was submitted and the provider has not yet received ERAs, please contact your EDI Reseller/Support Vendor.  
EDI Resellers may contact Practice Insight, Enrollment Department.*