



SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION

## Passport's Electronic Funds Transfer Delayed

From: Passport Health Plan  
Sent: October 20, 2017  
To: Passport Providers (excluding Behavioral Health, Vision, Dental, Pharmacy and Passport Advantage)

### **Background:**

Passport Health Plan (Passport) expected to provide Electronic Remittance Advice (ERA)/Electronic Funds Transfer (EFT) through its new vendor InstaMed to its Medicaid (medical only) providers starting October 1, 2017.

However, due to unforeseen circumstances, your provider office will receive paper checks and explanation of payments (EOP) in the coming weeks even if you have registered for electronic delivery. Passport anticipates its ERA/EFT delivery will be available in 60-90 days.

Please be advised that the first batch of checks are being released today for claims submitted with dates of service of October 1-6, 2017. Another check release will occur next week; shortly thereafter Passport will return to twice per week check releases.

We appreciate your patience and apologize for the inconvenience.

### **Provider Action:**

No action required. Further eNews notifications will be sent with updates regarding ERA/EFT.

### **Questions:**

For questions please call Provider Services at (800) 578-0775 or contact your [provider relations specialist](#).