

Electronic Funds Transfer & Electronic Remittance Advice

Revised: 120321

Electronic Funds Transfer (EFT)

Providers must elect to receive Electronic Fund Transfer for all Cook Children's Health Plan claim payments.

Benefits:

- Decreased data errors
- Improved cash flow
- Reduced paperwork
- Expedited account reconciliations

EFT Enrollment

- Log in to the [Secure Provider Portal](#)
- From the homepage select Customer Service Request
 - Select Topic: Electronic Funds Transfer New Request
 - Complete the required information
 - Attach a voided check or letter from the bank
 - Select Submit
- An automatic reply will be sent to your In Basket with a CRM number for tracking purposes
- Network Development Department will reach out to the Provider by phone to validate the request
- Please allow up to 4 weeks for the request to be completed

EFT Change Request

- Log in to the [Secure Provider Portal](#)
- From the homepage select Customer Service Request
 - Select Topic: Electronic Funds Transfer Change Request
 - Complete the required information
 - Attach a voided check or letter from the bank
 - Select Submit
- An automatic reply will be sent to your In Basket with a CRM number for tracking purposes
- Network Development Department will reach out to the Provider by phone to validate the request
- Please allow up to 4 weeks for the request to be completed

Electronic Remittance Advice (ERA)

Providers must elect to receive Electronic Remittance Advice (ERA) through the Availity Health Information Network.

Enrollment

- Register for ERA by logging into the [Availity Portal](#)
 - If you are not an Availity client click on the Register tab
- Call Availity Client Services at 800-282-4548

Payer Name

- Cook Children's Health Plan

Payor ID's

- CHIP: CCHP1
- STAR/STAR Kids: CCHP9

Electronic Remittance Advice Form Tips

Receiver

- Provider
- Clearinghouse (Availity, Trizetto, Waystar, etc)
- Vendor (Billing Service)