

## Customer Support Advisory

June 21, 2006

### Medicare EOBs

**As of June 1, 2006, Medicare will stop mailing standard paper remittance (SPR) for providers who elected to receive Medicare electronic remittance advice (ERA) during enrollment.**

If you signed up for ERA during Medicare EDI enrollment, verify that you also are enrolled in ERA with the clearinghouse and payer. Otherwise, you will not receive Medicare EOB's in Alteer Office®.

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Medicare distributes EOBs (Explanation Of Benefits) in both paper format, called SPR (Standard Paper Remit), and electronic format, called ERA (Electronic Remittance Advice). Medicare has *not* discontinued paper EOBs.

The format Medicare sends to your practice depends on the options you selected when you enrolled in Medicare EDI (electronic data interchange). If your practice opted to receive ERAs, then, as of June 1, 2006, Medicare no longer will send you paper EOBs as well. Instead, Medicare will send EOBs only in electronic format, via ERA.

To receive them in Alteer Office, you must enroll in ERA with the clearinghouse and the payer. Opting for ERA with Medicare does not automatically enroll you with the clearinghouse and payer. (To learn more about the June 1<sup>st</sup> deadline, visit the Centers for Medicare and Medicaid Services (CMS) web site at:

<http://www.cms.hhs.gov/transmittals/downloads/R885CP.pdf>.)

If your practice selected the "ERA" option during Medicare EDI enrollment and now you are not receiving EOBs, do the following:

- 1** To receive Medicare EOBs electronically (via ERA in Alteer Office), sign up for ERA with the clearinghouse and payer. Contact Alteer Client Relations to begin the ERA enrollment process; send an e-mail to Michelle McDonald at [services@alteer.com](mailto:services@alteer.com). Skip to step 3.
- 2** To receive Medicare EOBs in paper format, change your Medicare EDI enrollment status to opt out of ERA. Send a fax immediately to your Medicare carrier indicating that your practice wants to receive paper EOBs and that Medicare should discontinue sending ERAs to your practice. Include your provider information and Medicare ID number(s). Continue to step 3.
- 3** To obtain Medicare EOBs that you have not received since June 1<sup>st</sup>, contact your Medicare carrier to request duplicate EOBs immediately. If you require assistance obtaining and/or processing the duplicates, contact Alteer Customer Support.

**Caution** - Medicare provides free software called "Medicare Remit Easy Print" (MREP) that enables you to view ERAs (via an 835 file) and print an equivalent of an SPR. However, you still must enroll in ERA with the clearinghouse and payer to use MREP. Further, MREP is not compatible with Alteer Office and cannot be used as a substitute for enrolling in ERA with the clearinghouse and payer when you want to receive and process Medicare ERAs in Alteer Office.

For more information, please contact Alteer Customer Support by telephone (949.790.0400, Mon-Fri., 6:00am-5:00pm, Pacific Time) or e-mail [support@alteer.com](mailto:support@alteer.com).