
Aetna

835

EDI Enrollment Instructions:

- The billing provider must have an EDInsight customer account.
- See steps below to access the payer's web portal and complete the online request with the payer.
- COMPLETE the enrollment using the provider's billing/group information as credentialed with payer.
- ERA enrollment processing timeframe is approximately 30 days.
- Support Vendors may contact the EDInsight Enrollment Team to follow up on the ERA setup request. Or, the provider may contact Change Healthcare at (800) 956-5190.

835 Electronic Remittance Advice:

GO TO and LOG ONTO the payer portal at –

<https://payerenrollservices.com/>

- Select **'Begin Enrollment'** to create a login.
- Once you have logged in, you will be taken to the **'Provider Information'** screen. Enter in all the requested information, then click **'Continue.'**
- On the **'Provider Contact Information'** screen, enter in all the requested information then click **'Continue.'**
- On the **'Bank Information'** screen, answer **'Yes'** if you wish to enroll for EFT. If not, answer **'No'** then click **'Continue.'**
 - If you answered 'Yes' to the prompted question, click **'Add Bank.'** Enter in all the requested information, then click **'Submit.'**
 - You must then attach a voided check or bank letter. Attach the file, then hit **'Submit.'**
- On the **'Enrollment'** screen, click **'Add Enrollment.'**
- From the **'Payer'** dropdown box, select **'Aetna.'**
- Under **'Service Selection,'** check **'ERA'**. If you are enrolling for EFT too, check **'EFT.'**
- You will be given two options: TIN and TIN & NPI(s).
 - Choose **'TIN'** if you wish to enroll all NPIs associated with your Tax ID.
 - Choose **'TIN & NPI(s)'** if you wish to enroll some of the NPIs associated with your Tax ID.
 - **Please note:** If you would like your enrollment to be effective in the future, specify the date in the Effective Date box.
- Under the **'ERA Information'** screen, click the **'Clearinghouse'** dropdown, select **'Waystar (ZirMed)'**, and click **'Continue.'**
 - **Please note:** A pop up will appear that an additional step is required. Click **'OK'** to proceed.
 - If you selected EFT, you will be prompted to confirm your bank account. Click **'Submit'** to confirm.

Submit Enrollment to the PI Enrollment Team within EDInsight.

LOG INTO EDInsight, GO TO-[**Enrollment Manager**]

LOCATE and SELECT the payer enrollment record.

CLICK [**SUBMIT Enrollment**]

ENTER note indicating, "**Aetna ERA setup completed on payerenrollservices.com.**"

CLICK "**Save**" icon to save note and close the box.

This action will advance the status of the enrollment record to **PENDING**.

PI Enrollment will take action to add a record in Waystar to complete the enrollment and the status of the request will be changed to **COMPLETED**.