

NE Medicaid Late/Missing EFT Resolution Procedures

- Under the Affordable Care Act Operating Rule 370, section 4.3, an EFT is defined as late or missing if it hasn't been received within four business days following the receipt of the electronic or paper remittance advice.
 - ***NOTE*** If the missing or late payment is associated with a recent change or bank account addition, it may be too soon to receive an EFT. Normal processing time is 10-14 business days.
- If the EFT has not been received and four business days have elapsed since the receipt of the remittance advice:
 - The provider must contact the Medicaid Inquiry Line at 877-255-3092 to report the missing EFT.
 - Nebraska Medicaid will verify the EFT enrollment by:
 - Verifying if an EFT payment was generated
 - Verifying the Bank Account information is accurately enrolled and active
 - Upon determining the cause of the missing/late EFT, Nebraska Medicaid will contact the provider with the resolution.