

**NE Medicaid Late/Missing ERA Resolution Procedures**

- Under the Affordable Care Act Operating Rule 370, section 4.3, an ERA (electronic remittance advice) is defined as late or missing if it hasn't been received within four business days following the receipt of the EFT payment.
- Trading Partners should be aware that the 835 ERA file is made available the first business day of the week.
- Trading Partners should first confirm if Nebraska Medicaid has delivered the 835 File.
- If the 835 is not available and four business days have elapsed since the receipt of the EFT:
  - The Trading Partner must contact the EDI Help Desk to report the missing remittance advice. The Trading Partner can contact the EDI Help Desk at 866-498-4357 or by email at [DHHS.MedicaidEDI@Nebraska.gov](mailto:DHHS.MedicaidEDI@Nebraska.gov)
- The Nebraska Medicaid EDI Help Desk will begin researching to determine the following:
  - Confirm if the file was created and delivered to the Trading Partner.
  - Determine if an enrollment issue was present which may have prevented the delivery of the ERA.
    - If an enrollment issue is found, the Trading Partner will need to ensure the provider completes the Trading Partner Authorization and Enrollment for Electronic Remittance Advice (ERA) 835 Transaction form. The Nebraska Medicaid EDI Enrollment documentation can be found at: [http://dhhs.ne.gov/medicaid/Pages/med\\_edienroll-5010.aspx](http://dhhs.ne.gov/medicaid/Pages/med_edienroll-5010.aspx)
  - Upon determining the cause of the missing/late 835, the EDI Help Desk will contact the Trading Partner with the resolution.