

ELECTRONIC REMITTANCE ADVICE (ERA) REPORTED ISSUE

An issue has been reported regarding Electronic Remittance Advices (ERA) posted to the mailbox system. Due to production issues over the weekend, duplicate ERAs for December 31, 2007 have been posted in the mailbox system. This issue only affects Legacy Part A submitters. If you are a MAC J5 submitter, please disregard.

Before retrieving your ERA, we suggest performing a directory on your mailbox to confirm there are two ERAs with a Julian date of 07363. If there are two ERAs with a Julian date of 07363 please check the time the remit was posted to your mailbox. The ERA showing the latest time shows the correct check/EFT number needed for posting purposes. After retrieving the ERA with the earlier time, please delete it and use the ERA with the latest time. The payment total is the same for each of these ERAs.

Please see example of how to perform a directory on your mailbox

Mailbox Directory:

To view the contents of your mailbox, enter the following command at the cmd> prompt. Please view the contents of your mailbox before retrieving and after submitting files.

\$\$DIR ID=UHARXXXX (your Logon Id)

ERA Example:

UHARXXXX ANS1835 #0045260 CT=00009290 0547-07363 A R

This is the mailbox ID.

This indicates an ERA has been placed in the mailbox

This is the Julian date on a business calendar. This date corresponds to 12/31/07

These codes indicate the file is ready for retrieval.

We apologize for any inconvenience this may have caused.

If you are unsure of which ERA is the correct one, please contact the EDI Department at 1-866-734-6656.