Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT) Enrollment
Frequently Asked Questions (FAQ)
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How do I enroll in ERA and EFT?

a. Providers that wish to enroll in ERA and EFT can do so online at no cost. CareCentrix is a participating organization with Madaket Health. This means you can enroll in ERA and EFT with CareCentrix simply by accessing the Madaket online ERA/EFT enrollment tool. This tool allows providers to enter their ERA/EFT enrollment information into a single, secure, online tool. CareCentrix receives the enrollment information electronically from Madaket. Additionally, you can go into the tool at any time, make changes and easily distribute those updates to CareCentrix. We encourage you to visit https://enroll.madakethealth.com/login [enroll.madakethealth.com] to learn more about Madaket's ERA/EFT enrollment tool and sign up today.

b. Providers that wish to enroll in ERA via paper format can download the PDF document from our Provider Portal, www.carecentrixportal.com. Follow the submission instructions listed on the PDF document.

Where can I find technical ERA requirements and is customization of those requirements allowed?

You can find the technical ERA requirements in the ERA Companion Guide, which is posted on our Provider Portal, www.carecentrixportal.com. Customization of those requirements is not permitted at this time.

How long does the ERA and EFT enrollment process take to complete?

On average, the ERA and EFT enrollment and testing process takes approximately 45 – 60 days to complete.

How do I enroll in ERA only if I don't want EFT?

Providers that wish to enroll in ERA only can do so by completing the PDF document form on our Provider Portal, www.carecentrixportal.com. Follow the submission instructions listed on the PDF document.

What should I do if the billing and rendering NPI's are different?

If the billing NPI provided on the ERA enrollment form differs from the rendering NPI, both NPI's must be present on the claim to avoid rejection. Since the information submitted with your enrollment is used for claims processing, please ensure that the information you supply is accurate.

I have multiple billing NPI's. Do I need to enroll each one separately?

CareCentrix processes provider payments and generates ERA's based on the provider Tax Identification Number (TIN). Each TIN must be enrolled separately.