How do I enroll in ERA and EFT?

Providers that wish to enroll in ERA and EFT should download the **ERA/EFT Paper Enrollment Form** from our Provider Portal, www.carecentrixportal.com and 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 or EFT only?

Providers that wish to enroll in only ERA or EFT can still do so by completing the **ERA/EFT Paper Enrollment Form** on our Provider Portal, www.carecentrixportal.com. Follow the submission instructions listed on the PDF document and only complete the sections that are applicable to your desired enrollment.

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.