



HOMELINK

ERA and EFT Frequently Asked Questions

Q: Will ERA include ANSI billing codes?

A: Yes

Q: Why does our billing statement not reference the EFT number or other identifiable claim information?

A: You should see in your bank statements the corresponding EFT numbers.

Q: What will the time difference be between receiving the EFT and ERA files?

A: You can expect to receive the EFT before the ERA file. The reason for this is because the funds transfer goes directly to your designated bank while the electronic remittance goes through both HOMELINK's and your clearinghouse. This on average will take a few days.

Q: Why do we continue to receive paper remittances?

A: You will continue to receive copies of paper remittances in addition to the ERA until HOMELINK confirms with all providers that ERA files are being received accurately for claims processing. There will also be some files which we are unable to transition from current claims processing to ERA. HOMELINK has and will make all attempts to send an ERA file but there may be instances where we cannot electronically transmit the data based on the claim received. This will be the case for claims received and patient payments prior to September 17, 2014.

Q: Can you now receive primary EOB information electronically?

A: As of April 1, 2015 you are capable of receiving primary payment information electronically through the 837 billing file. Contact Tera O'Hare (tera.ohare@vgm.com) for specific details.

Additional Comments: HOMELINK will be going through another stage of enhancements to update VGM HOMELINK's Claim Status web page. These will be completed in the beginning of 2015 and will reflect the ANSI codes and enhancements associated with ERA. <https://www.vgmhomelink.com/dealers-claim-status.aspx>