

We no longer except paper applications for ERA EFT setups.

We now have an online application process. You must sign up for ERA to receive EFT payments.

1. Go to Humana.com
2. Select for Medical Provider
3. Select Provider Education
4. Select ERA EFT

You will need information from two Humana checks for verification purposes.

In order to register on Humana.com, you'll need:

1. Information from two checks or EFT payments
 - Check or EFT Number
 - Check or EFT Date
 - Check or EFT Amount
2. Your organization's demographic information
3. Tax Identification Number

If you are unable to register for access to Humana.com please follow the unsecure ERA/EFT registration instructions provided below.

Humana ERA/EFT registration instructions:

1. Ctrl + click link: <https://www.humana.com/provider/support/hipaa/era>
2. Under Electronic Remittance Advise (ERA) setup, Choose the link "ERA/EFT Setup-Change Request"
3. Enter your Information and the Tax ID
4. For validation you must enter two check numbers, check dates and check amounts for payments that were issued by Humana to the TIN that you would like to register. The check must have been issued within the last 18 months and then select "Validate"

If you receive an error: "Check number validation error" or other similar validation error, please use the following tips:

- Do not use dashes in the Tax ID field
 - Do not use a \$ in the amount field
 - Try alternate checks
5. On the Provider Details page select one of the following in order to submit your request:
 - "Add ERA/EFT" to add ERA and EFT
 - "Change File Delivery" to change the vendor where ERA is delivered
 - "Add ERA" to add ERA only
 - "Add EFT" to add EFT only **Note: you will not be able to add EFT until you add ERA**
 - "Change bank information" to update bank routing or account number
 - "Status Inquiry" to check the status of your request to see confirmation number
 6. Select the **all** the provider record for which you want to register for ERA (look under each tab). Hit Next

Note: There will be a check mark under Setup Section-ERA/EFT if the provide record is registered for ERA or EFT. If there is not a check mark under EFT you will need to Add EFT. It will not allow you to Add EFT unless you are registered for ERA.

7. Select the Method of Delivery:
 - a. If you select "Web" hit Continue
 - b. If you select "Clearinghouse"
8. Select the Vendor
 - c. If you select Availity you must enter your "Availity Customer ID"
 - d. If your vendor is not listed, enter the information in "Other Vendor Information"
9. Select ERA (no test) or 30 day Test ERA and Paper EOR Paper EOR
10. Continue to EFT set up if selected

Humana customer service **1-800-448-6262**

To set up EFT and ERA:

Send an email to **eBusiness@Humana.com** for assistance