



Missing EFT or ERA: Step-by-Step Guidance for Provider Practices

MVP Health Care® is committed to ensuring providers receive timely payments and remittance information. If your practice does not receive both the electronic funds transfer (EFT) and electronic remittance advice (ERA) within three business days of each other, follow these steps:

1. If your ERA arrives, but the EFT payment is missing

- Contact Zelis Client Service Team: Call **1-877-828-8770**.
- Be ready to provide:
 - Your Tax ID Number (TIN)
 - Payment number (EFT number or check number)
 - Payment date
 - Payment amount
 - Automated Clearing House (ACH) trace number (a unique 15-digit identifier for the transaction)

2. If Your EFT Arrives, but the ERA (835) is missing

- Contact your clearinghouse/trading partner responsible for sending the ERA/835.
- If you do not use a clearinghouse, contact MVP EDI Services at **1-877-461-4911** or email **EDIServices@mvphealthcare.com**.
- Be ready to provide:
 - Check number
 - Check date
 - Check amount
 - TIN and/or National Provider Identifier (NPI) number
- If you use an Application Programming Interface (API) for ERAs, review your API provider's documentation for specific requirements.