

## **BCBSTX Update: Electronic Remittance Advice (ERA) File Update**

Blue Cross and Blue Shield of Texas (BCBSTX) continues to experience intermittent issues delivering Electronic Remittance Advice (ERA) files. While this issue does not impact all ERAs files, BCBSTX has identified several days in which some ERA files were not made available, which includes August 10, 17, 20, and 24 2016. BCBSTX is working to make these files available as soon as possible.

In addition to ERA files, providers also receive companion Electronic Payment Summary (EPS) files. The EPS is the electronic version of the paper Provider Claim Summary. Please reference your EPS file for claim resolution. The EPS file delivery was not affected by the current ERA issue.

As a reminder, ERA files as of **July 18, 2016** may have encountered a delay in delivery. It could take up to seven business days for the files to be corrected and made available to you on Availity®. BCBSTX is working diligently to resolve and expedite this issue in a timely manner.

If you have further questions regarding missing ERAs, or need assistance with obtaining EPS files, please contact the Electronic Commerce department at 800-746-4614.

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