

Texas Medicaid: 835 ERA Files Containing Incorrect 2017 Process Dates

The following notice pertains to providers who are enrolled and are receiving Electronic Remittance Advice (835 ERA) files from Blue Cross and Blue Shield of Texas (BCBSTX) for Texas Medicaid STAR, STAR Kids and CHIP claims.

Some providers may have received 835 ERA files dated from Dec. 15, 2018, through Dec. 31, 2018, that contained incorrect 2017 process dates. If you experience this situation, you should disregard any Texas Medicaid ERA file received during this time that contained EFT Trace Numbers that begin with "T17" in the TRN02 segment.

What is BCBSTX doing to resolve the issue and what are the next steps?

The impacted 835 ERA files were corrected Dec. 31, 2018, and reprocessed Jan. 2, 2019. Corrected ERA files will indicate EFT Trace Numbers in TRN02 segment that begin with the following trace numbers and associated pay dates.

Trace Numbers	Associated Pay Dates
T18351	12/17/2018
T18353	12/19/2018
T18355	12/21/2018
T18358	12/24/2018
T18360	12/26/2018
T18362	12/28/2018
T18365	12/31/2018

Please share this notice with your software vendor, billing service and/or clearinghouse, if applicable. For further assistance, you may contact Provider Customer Service at 877-560-8055 for STAR/CHIP or 877-784-6802 for STAR Kids.

We appreciate your cooperation and apologize for any inconvenience this issue may cause your practice.