Akamai PM®
Release Notes

Version 2.3.5
February 2011

Version 2.3.5 is a minor release and reflects a single enhancement from version 2.3.4 that was released last month.

| Electronic Remittance Advice Retrieval | **ERA** |
| --- | --- |

**"Unmatched" ERAs**

When claims are electronically submitted to a payer, each one has an identifier that indicates the individual claim, as well as the practice that it is associated with. The payer is required to provide this identifier back in their electronic remittance. We use this identifier to determine both match payments with claims and to determine which practice that overall ERA is associated with.

Recently, we have seen an increase in electronic remittances that do <u>not</u> properly identify an Akamai database. Typically these "unmatched ERAs" exist for one of several reasons:

- The payer simply fails to provide the (required) claim ID in the ERA.
- The claims being reported in the ERA were produced by a billing system other than Akamai (this occasionally happens during a transition period when a practice is starting on Akamai)
- There is no claim associated with the ERA. This would be the case, for example, with an incentive check for which there is no individual claim.

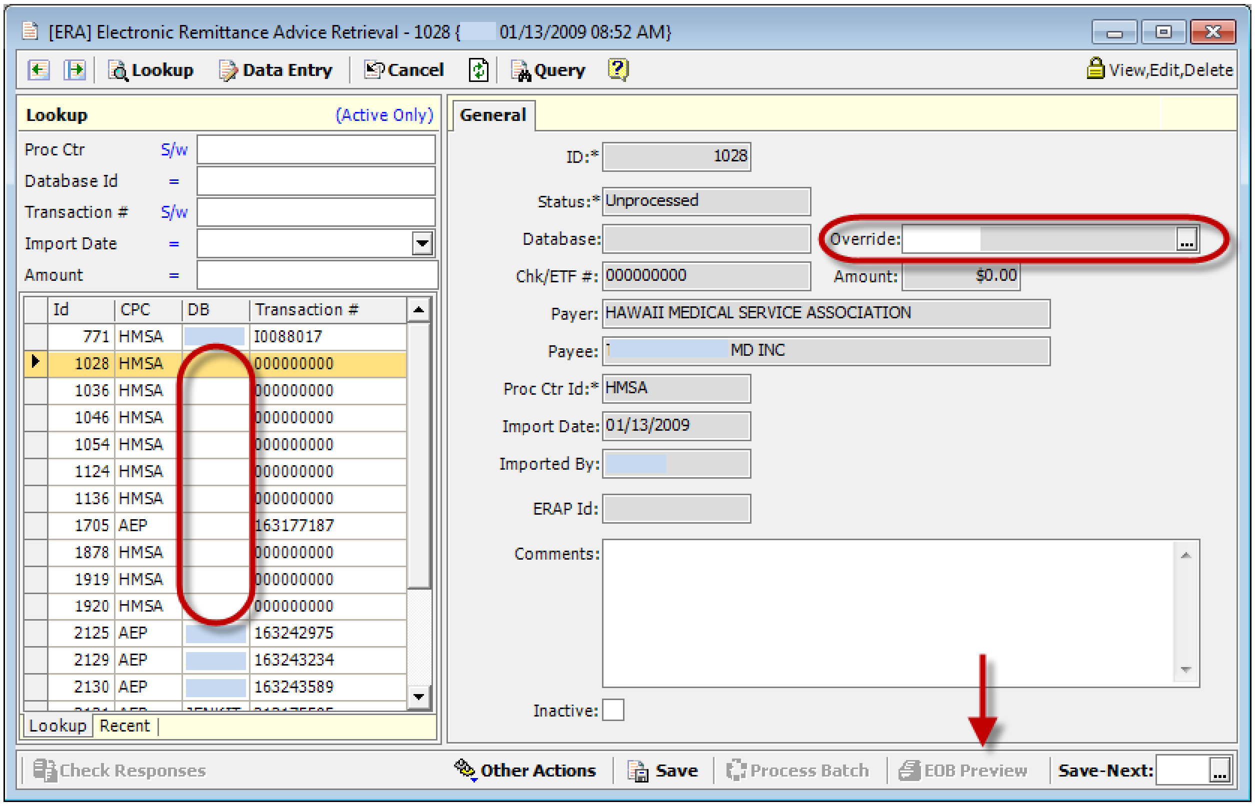
If Akamai can not verify that an ERA is associated with your particular practice, the database (DB) column in the ERA look-up will be blank, rather than containing your practice's database name. This is shown in the ERA screenshot below.

**Helpful Hint:** Akamai's mechanism for displaying these "unmatched ERAs" has been modified. So you may see these more frequently and there may be some immediately visible after updating to this version.

**Assigning Unmatched ERAs**

For HIPAA privacy purposes, if an ERA doesn't properly identify the practice (database) for which it's intended, then the EOB cannot be immediately previewed. Only users with Administrator rights can view these EOBs and determine if they should be assigned to the active database.

The appropriate procedure is for the administrator to click on the Database Override field (see below), select the current database and then click on *EOB Preview* to determine if this ERA should be assigned to the practice or not.



If the ERA is appropriate for the practice, all that's necessary is to either click on *Process Batch* or *Save* (if the ERA is to be processed at a later time). If the ERA is not appropriate its status can be changed to Inactive and when it is saved it will drop off the lookup list.