



OPTIMA HEALTH MANUAL EFT/ERA SET-UP/CHANGE PROCESS

Optima Health is currently handling all Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) changes manual

New EFT/ERA Setup

1. Complete in its entirety the EFT/ERA Authorization Agreement PDF form <https://www.optimahealth.com/providers/billing-and-claims/>
2. Obtain a letter from your bank on the bank's letterhead, including the physical bank address, account number, the bank employee's name, title, email, and phone number. Letter must not be dated more than 90 days prior.
3. Form must be signed by the provider or an authorized representative of the provider.
4. Submit all documents by email to EFT_ERA_Inquiry@sentara.com or fax to (757) 252- 8037.
5. Optima Health will validate the provider's relationship with the banking institution.
6. TaxID information will be validated in the payment system.
7. Once the process is complete, the EFT information will be input into the payment system and the Provider will be notified that the set-up has been completed.

Bank Account Changes

1. Complete in its entirety the EFT/ERA Authorization Agreement PDF form <https://www.optimahealth.com/providers/billing-and-claims/>
2. Include the current banking institution name, routing number and last 4 digits of the account on file with Optima Health.
3. Submit all documents by email to EFT_ERA_Inquiry@sentara.com or fax to (757) 252- 8037.
4. Validation of all information will be completed before changes will be made.
5. When necessary EFT/ERA Inquiry will contact the provider representative on record for validation.
6. If EFT/ERA Inquiry is unable to obtain the information or documentation required to complete the set-up, an Optima Health Network Educator will be contacted for assistance.
7. Banking information will not be changed in the payment system until validation is completed.
8. Once the process is complete the Provider will be notified of the set-up.