



**Provider communication**  
*General information and system updates*

July 14, 2023

**Electronic Tools Available - EDI/EFT/ERA**

**Applicable to: Mercy Care Complete Care, Mercy Care DD, Mercy Care ACC-RBHA, Mercy Care Long Term Care, Mercy Care DCS CHP, and Mercy Care Advantage**

Mercy Care would like to remind you of our electronic tool capabilities that are available for your use. Using these tools will eliminate issues you may be experiencing in submitting paper claims. This information is also available in our Claims Processing Manual, Chapter 1 - General Claims Information, Section 1.3 - Electronic Tools and Mercy Care Care Web Portals.

Mercy Care offers multiple tools to allow our participating provider network to submit and receive electronic transactions and reports. Electronic transactions and reports reduce the volume of paper and costs associated with such transactions. As a state and federally funded program, Mercy Care and contracted providers have the fiduciary responsibility to reduce costs. We are working closely with providers to encourage utilization of electronic tools.

Currently MC offers several electronic tools to our participating provider network to help reduce the administrative burden and costs associated with paper transactions, including:

- Electronic Claims Submission
- Electronic Funds Transfer
- Electronic Remittance Advice

***Electronic Claim Submissions (EDI)***

The benefits of electronic claims submissions include:

- Accurate submission and immediate notification of submission errors (level 2 report)
- Faster processing resulting in prompt payment
- MC pays transaction costs

To submit electronic claims, you need the following:

- Agreement with an electronic clearinghouse vendor
- Software in your office or facility to transmit electronic claims

Please follow this link for list of [Mercy Care EDI vendors](#).

### ***Electronic Funds Transfer (EFT)***

The benefits of electronic funds transfer include:

- Automatic deposit of payment for covered services
- Faster receipt of payment
- No paper checks to deposit
- Easier verification of payment

### ***Electronic Remittance Advice (ERA)***

The benefits of electronic remittance advice include:

- Electronic file of processed claims from MC
- Electronically post payments to your Practice Management system
- Faster reconciliation of account receivables
- Simplified reconciliation process
- Received day after electronic funds transfer

We encourage you to view our Claims Processing Manual located on our [Claims](#) web page for detailed information on how to sign up for these valuable electronic tools.

As always, don't hesitate to contact your [Mercy Care Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Thanks for all you do!

[Sign up for our email list](#)

Mercy Care | 4500 E. Cotton Center Blvd., Phoenix, AZ 85040

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