

Receiving Electronic Remittance Advices

CareOregon currently has two options for receiving 835 Electronic Remittance Advices (ERAs)

1. Direct CareOregon 835 ERAs, delivered by sFTP
2. CareOregon ePayment Center 835 ERAs, administered by Zelis

Direct CareOregon 835 ERAs

These are remittance advices in the 835 HIPAA format produced by CareOregon. They include the check number issued by our claim system for the trace reassociation number (TRN). Direct CareOregon 835 ERAs are delivered to the CareOregon sFTP site for retrieval by either the provider or their authorized clearinghouse.

PDF copies of the CareOregon remittance advice are available to view and download from [CareOregon Connect Portal](#).

835 Form: To receive direct CareOregon 835 ERAs, complete and return this form by secure email or fax to the address listed at the bottom of the form. This signed form is required in addition to any enrollment documentation required by your clearinghouse.

CareOregon ePayment Center 835 ERAs

Enrolling in the no-fee CareOregon ePayment Center (administered by Zelis), or the fee-based Zelis Payment Network, means the provider will be paid electronically and Zelis will create an 835. Their 835 includes a trace reassociation number (TRN) that is the ACH payment ID.

835 enrollment is available through CareOregon ePayment Center, administered by Zelis. If enrolling with the ePayment center, please do not submit the 835 Form. Instead, select the option for 835 enrollment upon registration through the ePayment center. If you want to receive 835 files from your clearinghouse, you can designate the clearinghouse during the ePayment Center enrollment process.

PDF copies of the CareOregon remittance advice are available to view and download from the ePayment Center Provider Portal also.

For assistance with 835 enrollment through the CareOregon ePayment Center please contact 855-774-4392 or help@epayment.center.

FAQ: Electronic Remittance Advice

Q: What is a direct CareOregon 835 ERA?

A: These are Electronic Remittance Advice (ERA) claim files in the 835 HIPAA format that include the check number issued by our claim system for the trace reassociation number (TRN). They are delivered via CareOregon's sFTP (secure file transfer program) site.

Q: I receive electronic payments through the no-fee CareOregon ePayment Center (administered by Zelis), or the fee-based Zelis Payment Network, and 835s from CareOregon, why doesn't the TRN from the CareOregon 835 match the Zelis payment ID?

A: Enrolling in the no-fee CareOregon ePayment Center (administered by Zelis), or the fee-based Zelis Payment Network, will mean the provider will be paid electronically and Zelis will create an 835. Their 835 has a trace reassociation number (TRN) that contains their ACH payment ID.

The 835 that comes directly from CareOregon does not have a TRN that matches the Zelis ACH payment ID. At the point our 835 is generated, it only has a check number issued by our claim system available.

Q: What Clearinghouses are currently Trading Partners authorized for pickup of direct CareOregon 835 ERAs?

A: Currently the list of Trading Partners authorized for 835 retrieval are: Claim.MD, Claim Logic, Cognizant, Eligible, Gateway EDI/ Trizetto Provider Solutions, Office Ally, Optum/ RelayHealth, SSI Group, Waystar, XiFin, and ZirMed.

Q: I don't see my Clearinghouse on the list of Trading Partners, what do I do?

A: It may be that your clearinghouse has a connection with Zelis, in which case you should be able to designate that clearinghouse during the ePayment Center enrollment process.

Q: What is CareOregon Connect?

A: CareOregon Connect is CareOregon's provider portal. Providers can use it to verify member eligibility, view the status of claims, remittance advice, member rosters, as well as request and view authorizations.

Q: Can I access CareOregon Connect through OneHealthPort?

A: Yes. OneHealthPort has a single sign-on for multiple health plan provider portals. You can register at OneHealthPort and CareOregon will receive all the information needed to establish your access.

Q: How do I sign up to be a user of CareOregon Connect?

A: If you have access through OneHealthPort, you do not need to sign up for CareOregon Connect. To gain access to CareOregon Connect, contact the Main Office Contact at your organization to grant you access.

Q: How do I find my remittance advice?

A: From the CareOregon Connect homepage, select “Claims/Remittance Advice” along the left-hand side of the home page.

- At the Claims/Remittance Advice page, you will see the Claims Status tab. Enter search parameters for the claim you want.
- When claim results appear, look for the column titled “View EOP.” Select the “View” link in this column to display the claim remittance advice.
- To find a check from the Remittance Advice tab, select that tab to change the view.
- Enter search parameters for the remittance advice you want to access and select the appropriate check number link in the “View EOP” column, to display the advice for that claim.