Sentara Health Plans

Sentara Health Plans Manual EFT/ERA Setup/Change Process

Sentara Health Plans is currently handling all Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) changes manually for commercial groups only.

New EFT/ERA Setup

1. Complete, in its entirety, the EFT/ERA Authorization Agreement PDF form **sentarahealthplans.com/providers/billing-and-claims**/.
2. Obtain a letter from your bank on the bank's letterhead, including the physical bank address and account number as well as 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. Sentara Health Plans will validate the provider's relationship with the banking institution.
6. Tax ID 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 setup has been completed.

Bank Account Changes

1. Complete, in its entirety, the EFT/ERA Authorization Agreement PDF form **sentarahealthplans.com/providers/billing-and-claims**/
2. Include the current banking institution name, routing number, and last four digits of the account on file with Sentara Health Plans.
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 are 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 setup, a Sentara Health Plans 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 setup.