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PNC – Remittance Advantage (RAD)

DENTAL ELECTRONIC REMITTANCE ADVICE (ERA) ENROLLMENT REGISTRATION

PAYER ID NUMBERS	44444 APWU 23210 Connecticare 13551 Emblem Health LX172 NALC Health Benefit Plan CX061 The Lincoln National Life Insurance Co.
ELECTRONIC REGISTRATIONS Agreements Required	Instructions for registration and clearinghouse for RAD: 1. Go to rad.pnc.com 2. Select the orange “Register Now” button in the middle of the screen 3. Enter your email address (this will be your user login), confirm your email address, and enter your tax identification number or your employee identification number as well as the CAPTCHA that appears on the screen. Select next. 4. Select an initial payer from the dropdown. Select next. 5. Enter the provider ID. Select next. <i>Requirements for this field may vary depending on the payer. Please see question 4 for payer specific provider id information.</i> 6. Enter in the registration and business information 7. Read the terms and conditions, select the “I Accept” box for the terms and conditions and select next. 8. A registration confirmation page will display. You will receive an email prompting you to complete the registration process. When you receive the email you will need to select the link in the email and create a password and security question. <i>NOTE: Once the registration is complete the enrollment process must be completed in order to receive EFTs or ERAs. <u>If not complete the enrollment process the organization will receive paper checks and will only be able to access the remittances through the website.</u></i> **Entering Clearinghouse information: Once logged in: 1. Go to the Payees tab. 2. Select the pencil (edit) icon to the left of the folder. 3. To the bottom right of the box is “manage ERA settings”. 4. The default selection is always website download only. Select “add new” 5. Select the dropdown for either Clearinghouse or Direct Configuration. 6. Input the Clearinghouse information and select submit.
ENROLLMENT CONFIRMATION	ERA enrollments take approximately 6-12 weeks for completion. Once complete, EDS will automatically deliver the ERAs via the EDS Bridge or Portal.
CHANGING ELECTRONIC BILLING AGENTS	If the Provider currently receives ERAs through another Billing Agent other than EDS, each Provider must re-enroll following the procedures listed above.
LATE/MISSING EFT & ERA PROCEDURE	Pending Payer’s Advice.
DISCONTINUING ERA	Discontinuing ERA is a 2 step process. 1. Deactivation a. Providers receiving ERAs via their Practice Management Software need to request deactivation from their software Vendors. Please call your PMS directly. b. Providers receiving their ERAs via an EDS Portal account need only ignore the ERA option when logging into the EDS Portal. 2. Payer Un-enrollment a. Each payer has their own unique process to discontinue ERAs and return to paper Remittance Advice. Please follow the below steps for this payer.
CONTACT PHONE NUMBERS	Remittance Advantage Dental Services 877-597-5489 option 1 800-482-3518