

ELECTRONIC TRANSACTIONS

ELECTRONIC BATH TRANSACTIONS

Kaiser Permanente uses the following:

Direct

Authorized users can sign on via [OneHealthPort](#) to:

- Monitor the status of claims
- Manage referrals
- Check member eligibility

Electronic funds transfer/electronic remittance advice (EFT/ERA)

Kaiser Permanente offers EFT/ERA through our business partner, U.S. Bank.

[Electronic funds transfer / electronic remittance advice \(EFT/ERA\)](#)

Clearinghouse/direct connections

Business-to-business electronic data interchange (EDI) to facilitate our claims processing, patient billing, and care management systems.

[Clearinghouse/direct connections](#)

Rebilling

If there are no changes to a claim, do not rebill until you have confirmed that we have not received your claim by using either our

[Claims Status Inquiry tool](#)  or contacting the Provider Assistance Unit. For more information, see [Checking claims status](#).

ELECTRONIC FUNDS TRANSFER AND ELECTRONIC REMITTANCE ADVICE

Kaiser Permanente uses electronic fund transfer (EFT) and electronic remittance advice (ERA) for its business services. EFT/ERA results in faster payment, reduced administrative costs, and increased efficiency. Providers currently receiving ERA through a clearinghouse can continue to do so, and sign up for EFT to receive additional benefits.

Get paid faster and reduce costs by eliminating paper checks and remittance advice by receiving free ERA/EFT with U.S. Bank Payment Accelerator, powered by InstaMed.

Get paid faster with claims payments directly deposited into your bank account.

Automate payment posting to streamline processes.

Automate reconciliation of payments and remittances.

Access reporting 24/7 to simplify your workflow.

Enroll with U.S. Bank payment accelerator

1. [Enroll online](#) and start receiving benefits immediately
2. Download and complete the network funding agreement from U.S. Bank
3. Attach a voided check
4. Fax or mail the form to U.S. Bank

Toll-free fax: 1-877-755-3392

Mail to:

U.S. Bank Payment Accelerator (c/o InstaMed)

P.O. Box 58790

Philadelphia, PA 19102

Updates to existing enrollment

To add or change Tax Identification or NPI numbers already enrolled with InstaMed for electronic funds transfer, please do the following:

1. Email support@instamed.com with the updated information.
2. Notify Kaiser Permanente of these changes by completing an [external demographic form](#).

Questions?

For questions about the enrollment process, contact the U.S. Bank Payment accelerator team toll-free at 1-877-833-6821, or send an email to connect@instamed.com.

For more information about EFT/ERA, see [Electronic funds transfer and remittance advice FAQs](#).

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