

Northeast Delta Dental EFT/ERA Payments

Northeast Delta Dental identifies that an ERA (electronic remittance advice) cannot be uploaded to DentalXChange. This is considered a one-time occurrence.

1. EFT payments are distributed on Wednesdays and Fridays, and typically appear in your bank account in 1-2 business days.
2. Corresponding ERAs are uploaded to DentalXChange two business days after the payment date.
3. If Northeast Delta Dental identifies that an ERA cannot be uploaded to DentalXChange (due to claims that need to be manually adjudicated, system errors, etc.), the ERA will be emailed to the EFT notification email provided for your office upon enrollment. The ERA will be emailed on the same schedule as it should have been uploaded to DentalXChange: 2 business days after the payment date.

Northeast Delta Dental identifies that an ERA (electronic remittance advice) cannot be uploaded to DentalXChange due to a system error. This is considered a widespread issue, affecting many or all offices and providers that utilize DentalXChange.

1. EFT payments are distributed on Wednesdays and Fridays and typically appear in your bank account in 1-2 business days.
2. Corresponding ERAs are uploaded to DentalXChange two business days after the payment date.
3. If Northeast Delta Dental identifies a widespread issue that prevents ERAs from being uploaded to DentalXChange, Northeast Delta Dental will determine where the failure occurred and perform the following action(s) as appropriate:
 - a. If the failure occurred during the generation of the ERAs, the file will be regenerated.
 - b. If the failure occurred during the automated upload of the files, the root issue will be identified and corrected, or the files will be manually uploaded.
 - c. If the failure occurred due to DentalXChange not being able to retrieve the files, Northeast Delta Dental will work with DentalXChange to identify the root issue and take appropriate action to resolve.

Northeast Delta Dental is unable to deliver funds via EFT (electronic fund transfer) due to incorrect banking information. This is considered a one-time occurrence.

Maine, New Hampshire, and Vermont offices:

1. EFT payments are distributed on Wednesdays and Fridays and typically appear in your bank account in 1-2 business days.
2. If Northeast Delta Dental identifies that an EFT payment was returned and is unable to be successfully delivered, we are notified 1-2 business days after the payment date.
3. Northeast Delta Dental will temporarily suspend claim payments during this time. Northeast Delta Dental will reach out to the appropriate office or provider to complete one of the following actions. If no response is received from the office within five business days, Northeast Delta Dental will default to option B.
 - a. The office or provider provides updated banking information.
 - b. The office or provider elects to terminate their EFT/ERA enrollment and receive mailed paper checks and EOBs (explanation of benefits).
4. Based on the action from the choices above, Northeast Delta Dental will take appropriate action to update the office or provider records, and payments will be reissued either via EFT or paper check.

Out of Tri-State offices:

1. EFT payments are distributed on Wednesdays and Fridays, and typically appear in your bank account in 1-2 business days.
2. If Northeast Delta Dental identifies that an EFT payment was returned and is unable to be successfully delivered, we are notified 1-2 business days after the payment date.
3. Northeast Delta Dental will complete one of the following actions:
 - a. If your office or provider has updated banking information with your local Delta Dental, our records will be updated to reflect this.
 - b. If your office has not updated banking information with your local Delta Dental, Northeast Delta Dental will terminate the EFT/ERA enrollment, and your office or provider will receive mailed paper checks and EOBs (explanation of benefits).
4. Based on the action from the choices above, Northeast Delta Dental will take appropriate action to update the office or provider records, and payments will be reissued either via EFT or paper check.

Northeast Delta Dental is unable to deliver funds via EFT (electronic fund transfer) due to system errors. This is considered a widespread issue, affecting many or all offices and providers that receive payments via EFT/ERA.

1. EFT payments are distributed on Wednesdays and Fridays, and typically appear in your bank account in 1-2 business days.
2. Northeast Delta Dental is required to sign off on the successful validation of the EFT payment file after each payment run, and on the load that happens in the evening of the payment run. If Northeast Delta Dental identifies that an EFT payment was returned and cannot be successfully delivered, we are notified the same day the payment run is scheduled.
3. Northeast Delta Dental will complete the following actions, as appropriate, in this event:
 - a. The error will be identified, and the EFT file will be resent.
 - b. If required, a high-priority Product Incident is opened to resolve root causes. Barring catastrophic events, Production Incidents for EFT-related issues are resolved within one business day.