

Customer Service Alert



* * * * * **RESOLVED** * * * * *

SUBJECT: ERA DELIVERY
DATE: July 21, 2004
LOB: MEDICAL
PAYER NAME: Medicare Alaska, Arizona, Colorado, Iowa, North Dakota, Nevada, Oregon, South Dakota, Washington, Wyoming
PAYER ID: SMAK0, SMAZ0, SMCO0, SMIA0, SMND0, SMNV0, SMOR0, SMSD0, SMWA0, SMWY0

TOPIC:

WebMD would like to follow up on the Electronic Remittance Advice (ERA) availability reported on 7/13/2004. Noridian Administrative Services has corrected this issue and normal processing has resumed. All outstanding ERAs are now available for review.

ACTION REQUIRED BY CUSTOMER:

Please download the 7/6/04 and 7/8/04 electronic remittance advices.

ACTION TAKEN BY WEBMD:

No action required.

RESOLUTION STATUS:

Noridian Administrative Services has resolved this issue and normal processing is occurring.

WebMD remains committed to your success and apologizes for any inconvenience.

Thank you for your attention and cooperation.

WebMD
CSA#

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