



**BlueCross BlueShield
of Oklahoma**

In the Know...

Helpful hints for new and current ERA/EPS enrollees

- If you haven't done so already, contact your software vendor to verify compatibility and availability of automatic posting software or programs.
 - Check your ERA Receiver mailbox on the Availity portal daily.
 - If you did not receive your ERA, or if you did not receive your EPS along with the ERA, contact Availity Client Services at (800) AVAILITY (282-4548) for assistance.
 - If a clearinghouse or billing agent is the ERA Receiver on your behalf but you are not receiving your ERA/EPS files from them, contact your clearinghouse or billing agent directly for assistance.
 - Remember: 30 days after you begin receiving your ERA/EPS files, your paper PCS will be discontinued.
 - The EPS is delivered as a text file so that you can receive it in conjunction with your ERA.* Here are some **formatting tips** for proper viewing upon downloading your EPS:
 - Open the document in Microsoft Word, WordPad, etc.
 - Set the page layout as landscape, rather than portrait
 - For the font style, select Courier New
 - For the font size, select 8 point
- *NOTE: If you are receiving your ERA and EPS files from a clearinghouse or billing agent, please contact your agent directly with any questions, as they may have customized the EPS to meet your specific needs.
- Continue to visit the Electronic Commerce section of our Web site at www.bcbsok.com/providers.html for our corporate holiday schedule, answers to Frequently Asked Questions, and important news Alerts.
 - If you need additional assistance, or if you have technical support needs that cannot be addressed by your clearinghouse, billing agent or software vendor, call our Electronic Commerce Center at (800) 746-4614.