



**BlueCross BlueShield  
of Oklahoma**

**Electronic Refund Management (eRM)** is an online tool that can help simplify your overpayment reconciliation and related processes.

In addition to single sign-on convenience, eRM enables you to:

- Receive electronic notification of overpayments
- View overpayment requests
- Inquire/Dispute/Appeal a request
- Deduct from future payments
- Pay by check
- ... and more!

Would you like to view a live demonstration of the eRM system? Join us for one of the eRM Webinar sessions listed below, where you'll also learn how to gain access\* and complete the online "onboarding" process. **Click on your chosen date and register!**

[Wednesday, May 2, 2012, 2- 3 p.m.](#)

[Wednesday, May 9, 2012, 2-3 p.m.](#)

[Wednesday, May 16, 2012, 2-3 p.m.](#)

[Wednesday, May 23, 2012, 1, 2-3 p.m.](#)

[Wednesday, May 30, 2012, 2-3 p.m.](#)

\* Prior to accessing eRM, you must be registered with Availity®. For Availity registration information, visit [www.availity.com](http://www.availity.com), or call Availity Client Services at (800) AVAILITY (282-4548). Availity is a registered trademark of Availity, L.L.C., an independent contractor. Availity, L.L.C. is solely responsible for its products and services.