HOW DO I ENROLL?
There are two ways to enroll for Electronic Remittance Advice (ERA)/Electronic Fund Transfer (EFT).

**Option 1:** Complete the [Aetna eSign ERA/EFT Agreement](click here). To enroll using the online Aetna eSign ERA/EFT Agreement follow the instructions outlined below:

1. Click on the form link above. You will be redirected to an online version of the Aetna Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT) Authorization Agreement.
2. Review the document and fill out all required fields. Note: The Electronic Remittance Advice Clearinghouse Information section is not indicated as required, but it must be completed as follows:
   a. Check the box to the left of “See list of clearinghouse/vendors”
   b. Enter the following information:
      - Clearinghouse Name: Office Ally
      - Clearinghouse Contact Name: Customer Service
      - Telephone Number: 360-975-7000 option 1
      - Email Address: support@officeally.com
3. Click the button at the bottom of the page titled “Click to eSign”.
4. Once processed you will receive an email to verify your identity. You must click on the link in that email to complete the transaction.

**Option 2:** Complete the paper [Aetna ERA and EFT Authorization Agreement](click here) and fax it as directed in the following section.

WHERE DO I SEND THE FORM?
If enrolling via option 1, the online Aetna eSign Agreement the form is submitted online. However if enrolling via option 2, the paper Aetna ERA/EFT Authorization Agreement you can submit it as follows:

- For **new ERA/EFT enrollments** and **change requests**:
  - Fax: 860-754-9122
- For **EFT changes** and **ERA/EFT termination requests**:
  - Fax: 860-262-9883

SUBMIT ONLY ONE FORM PER FAX. FAXES CONTAINING MULTIPLE FORMS WILL BE RETURNED. FOR EFT ENROLLMENT MAKE SURE TO INCLUDE A VOIDED CHECK AND/OR BANK LETTER TO WITH THE FORM.

HOW LONG DOES ENROLLMENT TAKE?
Please allow 15 business days for processing.

HOW DO I CHECK STATUS?
To check the status of your ERA/EFT enrollment you can email Aetna using the information below:

- For **new ERA/EFT enrollments** and **change requests**:
  - Email: ERAForms@aetna.com
- For **EFT changes** and **ERA/EFT termination requests**:
  - Email: EDIHotline@aetna.com

For additional Aetna resources visit [www.aetnapaperlessoffice.com](http://www.aetnapaperlessoffice.com)