

Joint Venture Hospital Laboratories

Instruction for Providers when Electronic Remittance Advice (ERA or 835) or Electronic Funds Transfer (EFT) is Late or Missing



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When a provider is not able to locate ERA or EFT please send the following information in an email addressed to MissingERAOrEFT@jvhl.org

1. Emailer's name
2. Emailer's Phone Number
3. Laboratory name
4. Laboratory NPI
5. Description including dates and any other identifying information of what is missing. Provide voucher numbers for missing EFT

Please allow three business days for response.