



835 ERA enrollment instructions

If you are not a current Change Healthcare customer set up to receive postable 835 ERA documents, please contact a sales associates depending on your type of organization.

- 1. For hospitals and physician organization with at least 16 doctors**, please call (800) 444-4336 to speak with a Change Healthcare representative.
- 2. For provider organizations with less than 16 doctors**, please call (866) 369-8805 to speak with a Change Healthcare representative.

If you are an existing Change Healthcare customer and are receiving postable 835 ERA documents as a component of your current service, you may visit the online enrollment site to enroll for Sanford's 835 ERA file service (available for medical line of business only).

1. Visit emdeon.com/enrollment and follow the listed steps to successfully add Sanford's ERA service to your account.
2. Call (800) 845-6592, option 1, for enrollment assistance if you have any issues with completing the required ERA enrollment steps.