

SHARS Electronic Remittance Advice Agreements

This message is a reminder from the HHSC Provider Finance Department (PFD) regarding Electronic Remittance Advice (ERA) Agreements. An ERA must be submitted by an enrolled Medicaid provider, or by a third party that is authorized by the respective local educational agency (LEA). The information regarding ERA submissions can be found on the [Texas Medicaid & Healthcare Partnership \(TMHP\) website](#).

If an LEA believes an ERA was submitted by a third party that was not authorized by them, the LEA should:

- a. Contact TMHP at 1-800-925-9125 (Option 4) and let the agent know that you believe the wrong individual/entity may be receiving your Remittance and Status (R&S) reports or ERAs.
 - TMHP will research who is set up to receive the R&S/ERAs.
 - If TMHP is unable to determine who is set up to receive the R&S/ERAs or confirms the incorrect entity has been receiving the R&S/ERAs, an escalation to TMHP's Health Insurance Portability and Accountability Act (HIPAA) team will be made to determine whether there has been a HIPAA incident. The HIPAA team will follow standard processes for escalation if they determine there has been an incident.
- b. Contact the HHSC Office of Inspector General (OIG) Fraud Hotline at 1-800-436-6184. The provider may also fill out a fraud form on the [OIG website](#).

For questions regarding this notice, please contact the HHSC SHARS staff at (512) 730-7400 or [email us](#).