



June 14, 2016

Changes to ACH Notifications

Effective July 1, 2016, FirstCare Health Plans is changing the trace number type on your electronic funds transfer (EFT)/automated clearing house (ACH) notification you receive as a result of the National Automated Clearing House Association (NACHA) EFTs that occur between FirstCare and our providers.

This change will result in a match in trace numbers between the EFT/ACH notification, the electronic remittance advice (835 file) and your FirstCare’s explanation of payment. A mock-up of the updated notification is below:

<p>201511027102</p> <p>FirstCare Health Plans 12940 N Hwy 183 Austin, TX 78750</p> <p>Forwarding Service Requested</p> <p>Job201511027102 Lkb00032 Env40</p> <p> Provider Name 123 Any Place Everywhere, US 98765-4321</p>															
	<p>Submit Claim appeals using the Provider Portal at www.firstcare.com or by mail to: PO BOX 853935 Richardson, TX 75085-3935</p>														
	<table> <tr><td>PAYMENT AMT:</td><td>5,204.98</td></tr> <tr><td>CHECK / EFT DATE:</td><td>10/30/2015</td></tr> <tr><td>CHECK NO:</td><td>1078349</td></tr> <tr style="border: 2px solid red;"><td>835 TRACE#:</td><td>886279</td></tr> <tr><td>PROVIDER ID:</td><td>SUP000000XXXX</td></tr> <tr><td>IRS#:</td><td>012345678</td></tr> <tr><td>NPI#:</td><td>0123456789</td></tr> </table> <p style="text-align: right;">HMO</p>	PAYMENT AMT:	5,204.98	CHECK / EFT DATE:	10/30/2015	CHECK NO:	1078349	835 TRACE#:	886279	PROVIDER ID:	SUP000000XXXX	IRS#:	012345678	NPI#:	0123456789
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If you are not currently set up for EFT payment, enrollment is available with Emdeon—now called Change Health Care—at www.emdeonepayment.com/ or call 1.866.506.2830.

If you have any questions, or for more information, please email the FirstCare Provider Relations team at Provider_Relations@firstcare.com or contact your provider relations representative at the number below.

Abilene area	325.670.3525	Lubbock area	806.784.4380
Amarillo area	800.239.5650	All other areas	800.431.7737