



**El Paso Health**  
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

## **MEMORANDUM**

**TO:** Valued Providers

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**FROM:** El Paso Health

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**DATE:** November 29, 2018

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**RE:** “Go Green” – Electronic Remittance Advice

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Effective January 1, 2019, El Paso Health will no longer print and mail paper Remittance Advice (RA). In an effort to “Go Green”, RA’s will be available electronically via the El Paso Health Web Portal. Providers will have the ability to access, view, print, and save RA’s through an EPH Web Portal Administrative account.

How can you prepare for the change?

- Providers will need an Administrative user web portal account to access RA’s
- Standard users may contact Provider Relations at 915-532-3778 x 1507 to request Administrative user rights
- RA’s are available in PDF formats
- RA’s will be available for a three month period
- RA’s are also available via 835’s through a clearing house

Need assistance or have questions?

Please contact our Provider Relations Team at 915-532-3778 x1507  
Monday - Friday 8 a.m. to 5 p.m.