

# Missing or late ERA?

† Modified on 04/24/2024 11:11 am EDT

In the event you haven't received a remittance check, verify if the payer requires an agreement to receive ERAs and that you have an authorized [agreement on file](#). Once you have verified that your agreement is on file, and you still are not receiving any ERA's. Please contact a Customer Success Specialist so we can contact the Clearinghouse to locate the ERA. ERA's are not considered late until 4 business days have passed from the deposit/payment received date.

When reporting missing checks, please provide a CollaborateMD Customer Success Specialist with the following information:

- Check # or EFT#
  - EFT/Check Date
  - EFT/Check Amount
  - NPI #
  - Tax ID #
  - PTAN or Provider ID# (if applicable)
  - Payer ID
  - Payer Name
  - Copy of EOB
  - Submitter# (if you have more than one customer/provider that has different submitter numbers)
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