

ERA Errors, Warnings, Informational Messages & Alerts

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There may be errors, warnings or informational messages present on your ERAs. These can be present for a number of reasons, from CMD not being able to find the charge, to a remittance code warning. CollaborateMD is designed to help you resolve these issues by providing suggestions.

Please review the common [ERA Errors](#) Help Article for a list of common ERA Errors and Warnings.

Within the ERA section you will see 5 different informational icons

- **Errors**  : Errors will prevent you from fully posting your ERA payments. ERA errors range from CMD being unable to locate the patient associated with the payment to not being able to locate the charge.
- **Warnings**  : Warnings should be addressed before posting the payment, but will not prevent the system from posting the payment. Warnings range from letting you know the charge is already reporting as paid to the allowed amounts not matching the contracted amount.
- **Information**  : Information messages should also be addressed before posting the payment, but will not prevent the system from posting the payment. Information messages are used to inform you on remittance codes on the ERA. They can range from a message letting you know the payer did not pay on a charge to letting you know the service was not covered by the payer.
- **Alerts**  : Any Patient, Code, or Payer alert will appear here if they have been configured to appear in the Payment section.
- **Fully Applied Payments**  : This Icon will let you know if the payment associated with this claim has been fully applied.

Address errors, warnings and informational messages within an ERA.

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1. Select **Payment > ERA**.
 2. Enter your **Search Criteria**.
 3. **Locate the ERA** in the results.
 4. Click the **Start/Continue Review** button.
 5. Click on an **icon** to view the errors, warnings, or information messages.

Amount: \$330.00 Applied: \$0.00 Unapplied: \$330.00
 Unresolved Errors: 2 Warnings: 0
 Show: ☒ Errors ☒ Warnings ☒ Information

Check #	Status	Patient	Account	Claim
DEMO (Check)		SMITH, JOHN	123456789	222222

Error: The charge for this payment was not found.

Patient: SMITH, JOHN
Claim ID: 222222
DOS: 05/16/2016
Procedure: 10021
Units: 1
Billed: \$150

Find Charge Remove

Close < Previous Issue Error 1 of 6 Next Issue >

6. Depending on the error, warning or information messages you'll see the following options.

1. **Next Issue:** View the next error, warning or informational message associated with this claim.
2. **Previous Issue:** View the previous error, warning or informational message associated with this claim.
3. **Close:** Close the pop-up window.
4. **Remove:** Remove the selected claim, payment or adjustment.
5. **Find Charge:** Find the charge the payment is associated with.
6. **Find TCN:** Find the TCN for the claim the payment is associated with.
7. **Apply:** Apply any secondary or tertiary insurance payments, or apply a refund or reversal.

Optional: **Remove All:** When 2 or more unresolved errors of the type *"the claim or patient for this payment was not found"* are present, the system will display a **"Remove All"** button. Clicking this button will remove all such errors simultaneously instead of having to remove them one by one.

☒ Apply Payment ☐ Save and Apply Later ☐ Restart ERA ☐ View EOB Report

This payment has not been applied. Please be sure to resolve any outstanding errors.

Payment - OPT from Central California Alliance for Health... CENTRAL CALIFORNIA ALLIANCE F...

Amount: \$120,736.00 Applied: \$16,676.00 Unapplied: \$104,060.00
 Unresolved Errors: 1753 **Remove All** Warnings: 0

Show: ☒ All Errors ☐ All Warnings

7. Click the **Apply Payment** button after resolving and reviewing all errors, warnings and information

messages.
