Electronic Explanation of Payment (EOP) Report Now available on the Provider Portal!

CenCal Health strives to provide more direct and accessible information, while continuing to improve our compliance with HIPAA guidelines; therefore, electronic versions of your EOPs will be available on the Provider Portal.

Effective April 1, 2018

All providers will be able to enroll in electronic EOP reports, viewable on Provider Portal. EOP reports will no longer be mailed unless selected through the Electronic Funds Transfer (EFT)/EOP setup tab in the Provider Portal.

What can you expect?

- You will no longer receive a printed copy of your EOP via mail

- You will have the option to download an electronic EOP via the CenCal Health Provider Portal for viewing or printing. Please contact your organization administrator for access if you require to view your EOP reports

- Paperless EOP will also produce weekly payments rather than biweekly payments

- If you have a clearing house and can access your EOP via an 835/ERA file. Please coordinate with CenCal Health by emailing EDI@cencalhealth.org to add to your contracted clearing house

- If you require a printed version to be mailed to your practice, please select the 'print option' through the new portal feature via the EFT enrollment feature or email: EDI@cencalhealth.org

If you have any questions, please contact Provider Services at (805) 562-1676 or mailto:EDI@cencalhealth.org