



A guide for providers using ACH and 835 transactions with Gundersen Lutheran Health Plan

Below is an outline of Gundersen Lutheran Health Plan ACH and 835 processes. This information should help in your reconciliation process.

Providers set up for ACH and 835:

- Your ACH payment will be deposited in your bank account Wednesday or Thursday
- Your 835 will be available Thursday or Friday, dependent on your set up with your clearinghouse
- You will receive an email (Gundersen Lutheran Health Plan – eDocument) containing a remittance advice when the ACH is initiated (Tuesday or Wednesday)
- All 835's are identified as a separate line item on the check stub
- If part of the payment is for the Gundersen Lutheran Administrative Service (GLAS) Cost Share Fund (CSF), the description on the check stub will identify as "GLAS Cost Share"
- The CSF will not be sent via 835, it will be sent via paper Explanation of Payment (EOP) which you should receive Wednesday or Thursday
- All 835's are returned from ClaimsNet (our vendor) to the vendor you transmitted the 837. Be sure to retrieve all 835's from each vendor an 837 would have been sent to.
- Make sure your vendor has all of your NPI's set up

If you have any questions with your reconciliation you may contact Shari Oelke, Provider Network Administrator for assistance at (608) 775-8026 or sloelke@gundluth.org .

If you have any questions in regards to the ACH you may contact Jackie Schwier, Accounts Payable Specialist for assistance at (608) 775-3809 or jkschwie@gundluth.org .