

February 2019

## Update on receiving electronic funds transfers and electronic remittance advices

**Summary of change:** Effective **December 1, 2018**, the Healthy Blue provider payment disbursement processes were updated. Change Healthcare and PaySpan are no longer used for electronic funds transfer (EFT) and electronic remittance advice (ERA) enrollment, and remittances are no longer accessible on their websites. These functions can now be accessed through the following:

- **EFT:** If you were enrolled for EFT before December 1, 2018, the enrollment was transferred. You should continue to receive EFT payments. If you are having issues receiving EFT, please call Provider Services at **1-844-521-6942**.
- **ERA (835):** If you were enrolled for ERA before December 1, 2018, the enrollment was transferred. You should continue receiving ERAs through the same clearinghouse you have been using. If you are not receiving ERAs through the same clearinghouse, please call the E-solutions Help Desk at **1-800-470-9630**.
- Providers will have access to *Explanation of Payment* letters (paper remittances) through the secure self-service Availity Portal. You must be registered with Availity to view these remittances. To register with Availity, go to <https://www.availity.com>, select **Register** and follow the steps.

**If you are not currently enrolled in ERA or EFT, see below:**

Type of transaction	How to enroll, update, change or cancel	Contact to resolve issues
<b>EFT only</b>	Use the EnrollHub™, a CAQH Solution™ enrollment tool, a secure EFT registration platform at: <a href="https://www.caqh.org/solutions/enrollhub">https://www.caqh.org/solutions/enrollhub</a> .	CAQH Provider Help Desk: <b>1-844-815-9763</b> Provider Services: <b>1-844-521-6942</b>
<b>ERA only</b>	Register for ERAs at <a href="https://www.availity.com">https://www.availity.com</a> .	Availity: <b>1-800-282-4548</b> E-solutions Help Desk: <b>1-800-470-9630</b>

### What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.

<https://providers.healthybluela.com>

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