April 2022

Electronic Data Interchange Information

Availity serves as the electronic data interchange (EDI) platform for all electronic data and transactions for Healthy Blue providers.

Methods to exchange EDI transmissions with the Availity Portal:

- Already exchanging EDI files? Providers can use existing clearinghouses or billing companies for Healthy Blue transmissions. Please work directly with your clearinghouse to ensure connectivity to the Availity Portal.
- Become a direct trading partner with the Availity Portal.
- Single claim entry is available through the Availity Portal.

Providers' billing companies and clearinghouses who are **not** currently exchanging EDI transactions with Availity will need to register for Availity. Once registered, the Healthy Blue icon will be added. Various guides on setting up businesses for exchanging EDI transactions are available to providers from the **Availity Essentials** secure portal.

Already registered with Availity?

Use your existing login and follow the steps below to guide providers through enrollment for EDI transaction:

- My Providers > Enrollments Center > Multi-Payer Enrollments section for detailed instructions.
- My Providers > Enrollments Center > *EnrollSafe - EFT Tool For Enrollment & Changes* link to gain access to the *EnrollSafe User Reference Manual*.

Healthy Blue providers can exchange the following transactions through the Availity EDI gateway:

- 837: Institutional claims
- 837: Professional claims
- 837: Dental claims
- 835: Electronic remittance advice
- 276/277: Claim status — **Batch**
- 270/271: Eligibility request — **Batch**

Payer name and ID

The payer name is **Healthy Blue North Carolina**, and the payer ID is **00602**.

Notes:

- Availity, LLC is an independent company providing administrative support services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.
- EnrollSafe is a tool developed by Zelis Payments, and independent organization offering electronic funds transfer services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.

https://provider.healthybluenc.com

Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. ® Marks of the Blue Cross and Blue Shield Association.
BNCPEC-0813-22 April 2022

Electronic funds transfer (EFT) registration

To register or make changes for EFT only, go to **enrollsafe.payeehub.org** a secure EFT registration platform. The tool eliminates paper registration, reduces administrative time and costs, and allows providers to register with multiple payers at one time.

Electronic remittance advice (ERA) registration

Providers can register and manage ERA accounts by using existing login at: **https://www.availity.com**> Navigate to My Providers > Enrollments Center > Transaction Enrollment.

If previously registered to receive ERA, Healthy Blue providers **must** register using Availity to manage ERA account changes. You can also suppress (or enable) paper remittance vouchers through the *Provider Paper Suppression Form.*

Questions

Contact Availity Client Services at **800-AVAILITY (800-282-4548)** Monday through Friday 8 a.m. to 7:30 p.m. ET.

Email is the quickest and most direct way to receive important Healthy Blue information from Blue Cross and Blue Shield of North Carolina.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (**https://bit.ly/3J4MTIP**).