



EnrollSafe/EFT enrollment portal

Effective November 1, 2021, EnrollSafe replaces CAQH Enrollhub as the electronic funds transfer (EFT) enrollment portal for Healthy Blue providers. Log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT.

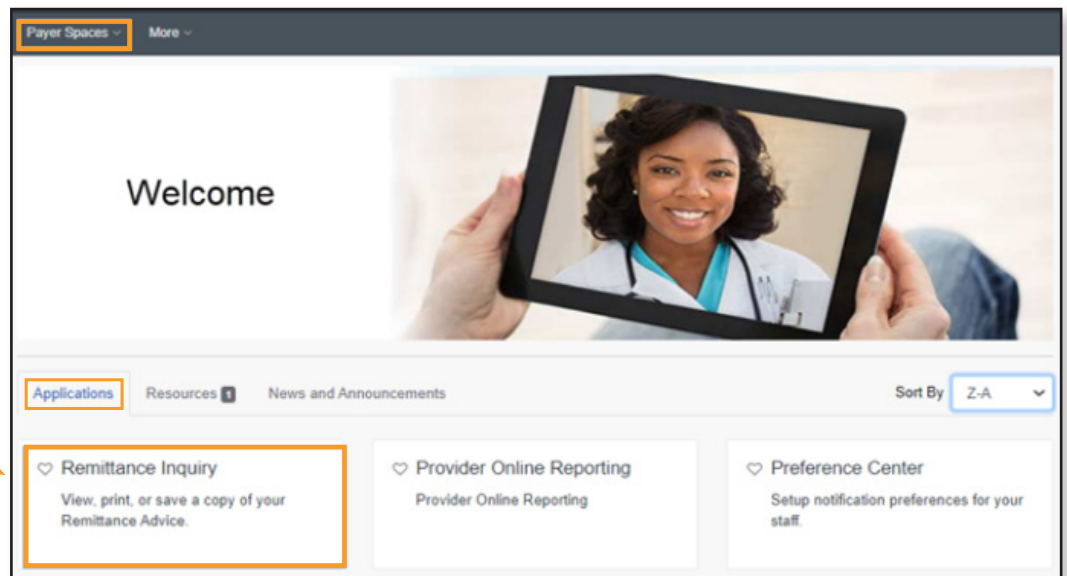


Log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT. Once you have completed registration, you'll be directed through the EnrollSafe secure portal to the enrollment page, where you'll provide the required information to receive direct payment deposits. If you're already enrolled in EFT through CAQH Enrollhub, no action is needed unless you are making changes. Your EFT enrollment information will not change as a result of the new enrollment hub.

Electronic remittance advice (ERA) makes reconciling your EFT payment easy and paper-free.

Using the digital ERA is the best way to reconcile your deposits securely and safely. You'll be issued a trace number with your EFT deposit that matches up with your ERA on Availity.

You can view or download a copy of the Remittance Advice under Payer Spaces > Applications > Remittance Inquiry tool.



ERAs are made available through Availity or through your clearinghouse or billing service.

Need help? Use the Provider Chat

Get answers to your questions about eligibility, benefits, authorizations, claims status, and more!

- Log in to Availity (availity.com) and select Blue Cross and Blue Shield of North Carolina from the *Payer Spaces* drop down.
- From the Payer Spaces *Applications* tab, select **Chat with Payer**.
- Complete the pre-chat form to start your chat experience.

Live webinars available on availity.com

Organization administrators:

- Resources and tips for new administrators
- Navigating the *Attachments dashboard* and *Workflow Options*

New users:

- Use Availity Portal to submit professional claims
- Service Providers not required to have a National Provider Identifier (NPI)

For a complete listing of live webinars, go to availity.com > Help & Training > Get Trained.

Contact information:

Phone: 877-882-0384, from 9 a.m.-8 p.m. Eastern time (except public and/or bank holidays)

Email: support@payeehub.org

Notes:

EnrollSafe is an independent company providing electronic funds transfer (EFT) services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.

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.

<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.