

October 2021

## EnrollSafe to Replace CAQH Enrollhub as Electronic Funds Transfer Site for Healthy Blue Providers

Effective November 1, 2021, EnrollSafe will replace CAQH Enrollhub® as the electronic funds transfer (EFT) enrollment website for Healthy Blue providers with Blue Cross and Blue Shield of North Carolina. As of October 31, 2021, CAQH Enrollhub will no longer offer EFT enrollment to new users.

### Not enrolled in EFT?

If you are not enrolled in EFT yet, November 1, 2021, would be a great time to sign up! EnrollSafe is safe, secure and available 24 hours a day. You'll receive your payments up to seven days sooner than through the paper check method.

It's easy to sign up. On November 1, 2021, just visit EnrollSafe 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 would like to sign up for EFT before November 1, 2021, contact your Healthy Blue Provider Relations representative or call **844-594-5072** for more information.

### Already enrolled in EFT through CAQH EnrollHub?

If you're already enrolled in EFT through CAQH EnrollHub, no action is needed right now.

Your EFT enrollment information will not change as a result of the new enrollment hub. You will log in to <https://enrollsafe.payeehub.org> with your current credentials on November 1, 2021, when we transition to EnrollSafe. 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.

Note: You might want to make sure your account is current before October 31, 2021. If you have changes to make after October 31, 2021, use <https://enrollsafe.payeehub.org> to update your account.

### After You Sign Up with EnrollSafe

Your enrollment will be reviewed by a member of the PayeeHUB Support team, and you will be contacted within 5 to 7 business days for verification purposes. If approved, the enrollment information provided will be enabled for EFT within an additional 2 to 3 business days.

Availity, LLC is an independent company providing administrative support services for Healthy Blue members on behalf of Blue Cross and Blue Shield of North Carolina.

<https://provider.healthybluenc.com>

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BNC-NL-0019-21 October 2021

### **Third-Party Billing**

Please note that EnrollSafe does not support registration or enrollment from third-party billing agencies at this time. The provider must register and submit their enrollment requests directly through the portal. Healthy Blue's Risk Management department adopted this policy because they want to keep provider funds secure and help prevent identity theft.

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

Once you are enrolled in EFT, using the digital ERA is the very best way to reconcile your deposit. You'll be issued a trace number with your EFT deposit that matches up with your ERA on the [Availity.com](https://www.availity.com)\*. To access the ERA, log onto [Availity.com](https://www.availity.com) and use the **Claims and Payments** tab. Select **Send and Receive EDI Files**, then select **Received Files Folder**. When using a clearinghouse or billing service, they will supply the 835 ERA for you. You also have the option to view or download a copy of the Remittance Advice through the Remittance Inquiry app also accessible through Availity.

### **Questions?**

If you have questions about the new EnrollSafe site or signing up for EFT, contact your Healthy Blue Provider Relations Representative or call **844-594-5072**.