

July 2021

Register with the New Payer Partner for Electronic Funds Transfer

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) works with the Council for Affordable Quality Healthcare (CAQH), who provides electronic funds transfer (EFT) enrollment services. Blue Cross NC will pay Healthy Blue claims submitted via EFT if you register through CAQH EnrollHub.

Registration and enrollment for Blue Cross NC is available via <https://www.caqh.org/solutions/enrollhub>.

You will need to enroll with Blue Cross NC - Healthy Blue as a payer to receive EFT payments, even if you registered with CAQH EnrollHub. If you do not register and enroll for EFT, you will receive a paper check.

New to CAQH?

- If you did not register with CAQH EnrollHub, you need to register and create a username and password.
- Once registered, you can submit an EFT enrollment with your financial information at the Tax Identification Number (TIN) level. At the payer selection step, select **Blue Cross NC - Healthy Blue**.

Registered with CAQH?

- If you registered with CAQH and enrolled with another payer, you still need to enroll with Blue Cross NC - Healthy Blue. At the payer selection step, select **Blue Cross NC - Healthy Blue**.
- Log into your CAQH account and add the payer name Blue Cross NC - Healthy Blue to your existing EnrollHub EFT enrollment record.

Important information:

- If you do not enroll in CAQH EnrollHub, you will receive a paper check.
- For your convenience, we always recommend registering for EFT at the TIN level. Enrolling at the TIN level reduces administrative burden, as any new providers added to your practice or organization will automatically be under your current EFT enrollment.

Enroll in EFT

Enrolling in EFT is fast and reliable. You can sign up using the CAQH Solutions EnrollHub™ tool at <https://www.caqh.org/solutions/enrollhub> and selecting the payer name that contains Healthy Blue. If you have registration-related questions, contact the EnrollHub Help Desk at **844-815-9763** or select the **Help Getting Started** link at the top of the *EnrollHub Registration* page. Virtual chat support is available to answer most questions 24/7. Live chat agents are available Monday to Friday, 8:30 AM to 6:30 PM ET. **Phone:** 888-599-1771. Phone support is available Monday to Thursday, 7 AM to 9 PM ET and Friday, 7 AM to 7 PM ET.

If you have questions regarding declined EFT, please contact your Provider Relations representative or the Healthy Blue Provider Services phone number at **844-594-5072**.

<https://provider.healthybluenc.com>

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