

February 2020

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 EDI Gateway:

1. **Already exchanging EDI files?** Providers can use existing clearinghouses or billing companies for Healthy Blue transmissions. (Please **work with them** to ensure connectivity to the Availity EDI Gateway.)
2. Become a direct trading partner with the Availity EDI Gateway.
3. Use direct single claim entry through the Availity Portal.

Providers billing services and clearinghouses who are **not** currently exchanging EDI transactions can register for Healthy Blue through Availity. The [Availity Welcome Application](#) is a map to setting up businesses for exchanging EDI transactions.

Already registered with Availity?

Use your existing login and choose My Providers > Enrollments Center. Additionally, the following guides providers through the transition:

- Use the [EDI Connectivity Services Startup Guide](#) for detailed instructions.
- Use the Availity [EDI Companion Guide](#).

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**.

Electronic funds transfer (EFT) registration

To register or manage account changes for EFT only, use the [EnrollHub™, a CAQH Solutions™ enrollment tool](#), a secure EFT registration platform. This tool eliminates the need for paper registration, reduces administrative time and costs, and allows providers to register with multiple payers at one time. If previously registered to receive EFT only, providers **must** register using EnrollHub to manage account changes.

Note: Availity is an independent company providing electronic data interchange services on behalf of Blue Cross and Blue Shield of North Carolina.

<https://provider.healthybluenc.com>

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NCPEC-0372-19 October 2019

Electronic remittance advice (ERA) registration

Providers can register and manage ERA accounts at this link: www.apps.availity.com > Navigate to My Providers > Enrollments Center > ERA Enrollment. If previously registered to receive ERA, Healthy Blue providers **must** register using Availity to manage ERA account changes.

Choose to suppress (or enable) paper remittance vouchers through the [Provider Paper Suppression Form](#).

Contacting Availity

For questions, contact Availity Client Services at **1-800-AVAILITY (1-800-282-4548)** Monday through Friday 8 a.m. to 7:30 p.m. ET.