

## EFT enrollment form now on the Availity Essentials portal

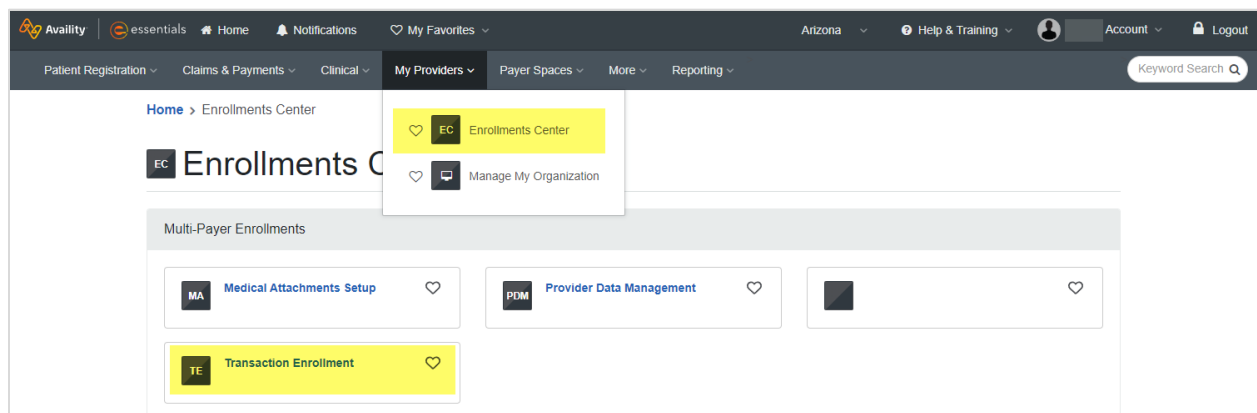
### Provider FAQs

#### Our EFT enrollment/change request form has moved to Availity Essentials

We encourage network providers to enroll in electronic funds transfer (EFT) for reimbursement. On June 1, 2024, we began using the [Availity Essentials™ provider portal](#) EFT form to receive requests for new EFT enrollment and changes. The previous EFT form on azblue.com has been deactivated.

#### How can I access and complete the EFT enrollment/change form on Essentials?

Only Essentials users with “Administrator” or “EFT Enrollment” roles (plus the “Transaction Enrollment” role) may access the EFT enrollment form. You can find it at “My Providers > Enrollment Center > Transaction Enrollment > Enroll.” Click the “What’s this?” buttons for instructions on completing the form as you go. The Essentials EFT process uses enhanced security features such as multi-factor authentication and includes an enrollment status dashboard to make it easy to track your request.

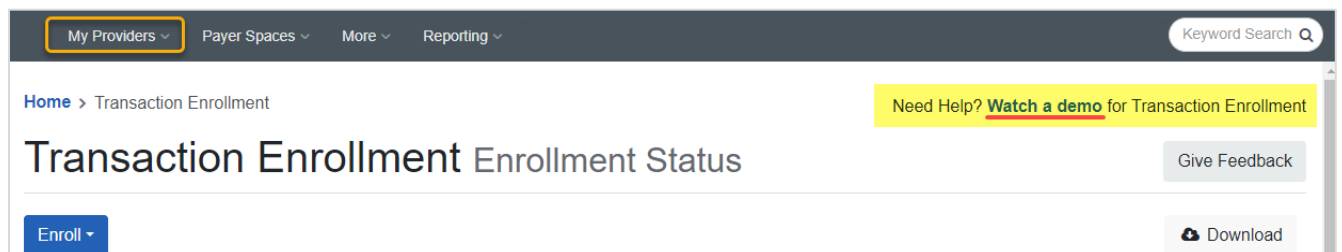


#### How do I get an Essentials account?

If your organization is not yet registered on Essentials, visit [availity.com/azblue](https://www.availity.com/azblue) to get started. After registration, your account administrator can quickly set up staff user accounts and assign the EFT role to the person responsible for your EFT enrollment and changes.

#### How can I learn more about the Essentials EFT enrollment request process?

Availity offers a [Transaction Enrollment–Training Demo](#) that walks you through the EFT enrollment/change process. You can find the demo on the Transaction Enrollment page:



### ***What if I am already enrolled or have recently submitted an EFT form via the AZ Blue EFT portal?***

No action is required. However, all **new** EFT requests must be submitted using the Essentials portal EFT form at “My Providers > Enrollment Center > Transaction Enrollment > Enroll.”

### ***What if I am not yet contracted or in process with AZ Blue credentialing/contracting?***

If your organization is not yet registered on Essentials, visit [availability.com/azblue](https://availability.com/azblue) to get started. After registration, your account administrator can quickly set up staff user accounts and assign the EFT role to the person responsible for your EFT enrollment and changes.

### ***Who can assign the EFT user role?***

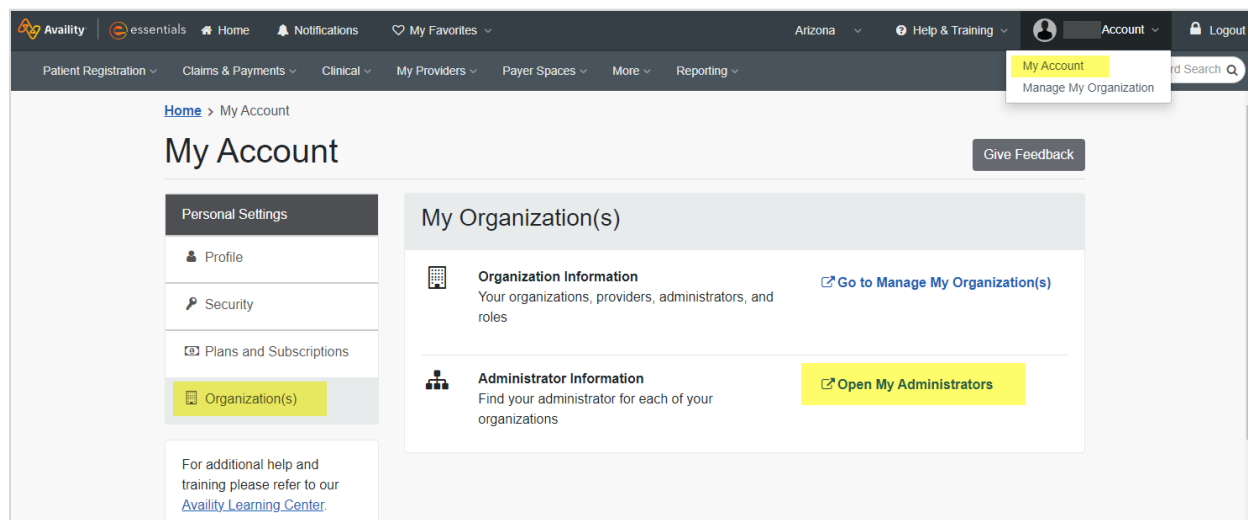
Your organization’s account “Administrator” (or a user with the “Administrator Assistant” role) can assign the Transaction Enrollment and EFT Enrollment roles to the designated person/people in your practice.

### ***How many users can be assigned the EFT user role?***

We recommend assigning the EFT Enrollment role to one person per organization. However, large organizations that have multiple EFT setups with AZ Blue may need to assign the EFT Enrollment user role to more than one person.

### ***How can I find out who the Essentials account Administrator is for my practice?***

To find your account administrator(s), click “My Account” in the Account dropdown menu. Under “Personal Settings” select “Organizations” and then click to see your Administrator Information.



### ***How long does EFT activation take?***

EFT enrollment or change activation may take up to 30 days. You can check the status of your request on the Essentials Transaction Enrollment dashboard.

### ***Who can help with questions about the new process for EFT enrollment/changes?***

If you have questions about the EFT enrollment/change process on Essentials, call Availity Client Services at 1-800-AVAILITY (282-4548). You can reach them Monday through Friday from 8 a.m. to 8 p.m. Eastern time (excluding holidays).