BlueCross BlueShield Arizona

An Independent Licensee of the Blue Cross Blue Shield Association

Electronic funds transfer (EFT) enrollment/change process
Provider instructions: Effective March 9, 2022

IMPORTANT! Before using the EFT enrollment form, please check to see if your group tax ID has already established an EFT arrangement with BCBSAZ to have all payments processed to the group. If so, payment for your claims will automatically be processed to your group's EFT account and you do not need to complete an EFT enrollment form.

Introduction

Blue Cross® Blue Shield® of Arizona (BCBSAZ) generally requires network providers to be enrolled in electronic funds transfer (EFT) for reimbursement. We are committed to making our process for EFT enrollment/changes as secure as possible. We work to help prevent EFT fraud and make it possible to track fraud attempts. Our increased security protects and builds greater trust with our provider partners.

Updated EFT enrollment process, effective March 9, 2022

1. To protect EFT accounts and payments, providers wishing to enroll in EFT with BCBSAZ or make EFT account changes must do so using the "Financial Manager" user role.

2. Your organization's account Administrator for the BCBSAZ secure provider portal (or someone with the "Office Manager" user role) can set up the Financial Manager user role for the designated person/people in your organization. Although we recommend assigning this role to one person per organization, large organizations that have multiple EFT setups with BCBSAZ may need to assign the Financial Manager user role to more than one person.

3. We use a secure digital EFT form to ensure a more protected process for providers to enroll in and make changes to their EFT account for electronic payments. Only portal users with the Financial Manager user role have access to the digital form.

How to find your account Administrator's name

To find your Administrator and/or someone with the Office Manager user role, go to your "My Account" page at "Practice Management > Account Management > My Account."

What if I am in process with BCBSAZ credentialing/contracting and need to set up my EFT enrollment?

After we have entered the information from your contract request form (or the non-contracted provider information form) into our claim database system, you can register for the secure provider portal and gain access to the digital EFT form. Your network participation welcome letter will include instructions for EFT enrollment.

EFT activation time

EFT enrollment/change activation may take up to 30 days. To check the status of your enrollment/change after 30 days, contact us at EFT@azblue.com.

How to enroll in or make changes to an EFT account

For added security, logging in to the Financial Manager user account requires authentication through a six-digit verification code sent to the user's email address. After logging in, the Financial Manager user will see the following homepage, which includes the "START" button for access to the digital EFT form.

The online form includes the following sections:

All fields in one section must be completed before moving to the next section. Clicking the "Next" button at the end of a section automatically saves the user's entries and allows them to be edited. If necessary, the user can close the form and submit it later (entries are saved for up to sixty days).

Instructions for completing the digital EFT form

Section 1: Provider Information
Enter the provider/organization's legal name and any other name commonly used (i.e., "Doing Business As" or DBA name).

Section 2: Provider Identifiers Information
Enter the provider's tax ID number (TIN) and national provider identifier (NPI).

Section 3: Provider Contact Information
Enter the contact information for the person BCBSAZ should contact about EFT enrollment and account changes.

Section 4: Financial Institution Information

Enter the name and address of your financial institution, as well as your account routing number and your account number.

Financial Institution Information

Financial Institution Name ⓘ

Financial Institution Address ⓘ

Street

City	State/Province	ZIP Code/Postal Code
	Select ⌄	00000

Financial Institution Routing Number ⓘ	Type of Account at Financial Institution ⓘ
000000000	Select Account Type ⌄

Provider's Account Number with Financial Institution ⓘ

000000000

Re-enter Account Number

000000000

Account Number Linkage to Provider Identifier ⓘ

National Provider Identifier (NPI)

000000000

Next

Section 5: Submission Information

Enter the reason for submitting the form. If the reason is for an account change, you must enter the old account number. Upload the required documentation (i.e., a voided check or bank letter).

You must contact your financial institution to arrange for secure delivery of the ACH payment-related information for all CCD+ EFT payments to enable re-association with electronic remittance advice (ERA).

Also required is the signature of the person authorized to make the EFT request on behalf of the provider, along with verification of the accuracy of the information submitted on the form.

Submit, or close and resume later

Upon completion of all required fields in the form, you will have the option to submit it right away or close the form and submit it later (all information will be saved for you except attachments).
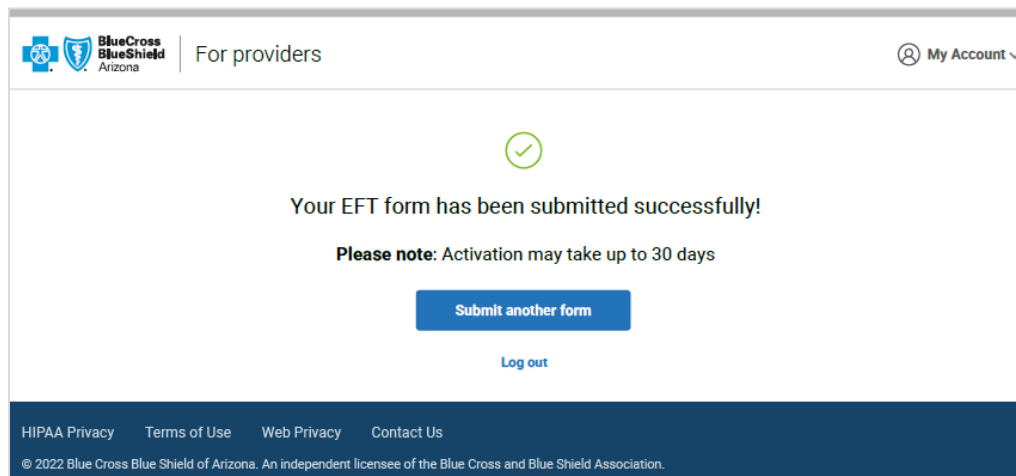
If you choose to save and close, you will see this message the next time you log in:

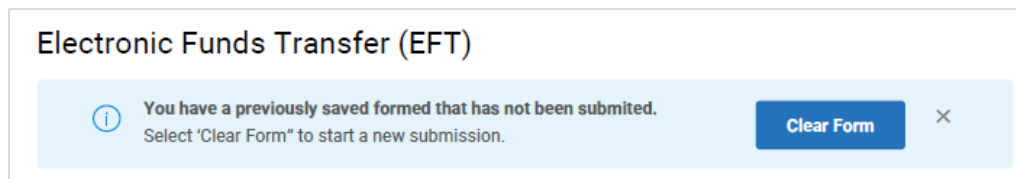## How to set up and assign the Financial Manager user role

Setting up the Financial Manager user role is easy. Starting March 9, your account Administrator (or someone with the Office Manager user role) can set up the new role in their account by following these steps:

1. First, identify who is authorized to request EFT enrollment or updates for your organization.

2. Then, go to "Practice Management > Account Management > User Management" and click the blue "ADD NEW USER" button.

3. Follow the prompts to complete the "User Profile" and "User Login Information" sections. You can skip the "Provider Selection" section and go right to the "User Role" section to select the "Financial Manager" role.

4. Be sure to click the orange "ADD USER" button to complete the setup.

5. On the Office User Registration Summary page, click the orange "DONE" button to confirm the change and activate the role.

Upon completion, the new user account will be available for use immediately.

Questions?

If you have questions about the new EFT process, see our provider FAQs or contact the EFT team at EFT@azblue.com.

If you have questions about setting up the Financial Manager user role, contact our eSolutions team at eSolutions@azblue.com.