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New process for EFT enrollment/changes: Effective March 9, 2022 Provider FAQs

Overview: Why we are making changes to our EFT enrollment/change process

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/change as secure as possible. Our intention is to help prevent EFT fraud and make it possible to track fraud attempts. Increased security protects and builds greater trust with our provider partners.

What are the changes?

1. To protect EFT accounts and payments, we have created a new “Financial Manager” user role for the secure azblue provider portal at azblue.com/providers. Only those who have this user role can make EFT changes on behalf of your organization.
2. In addition, we have created a new digital EFT form to ensure a more secure process for providers to enroll in and make changes to their EFT account for electronic payments.

Will the current fillable PDF form still be available for EFT enrollment and changes?

No. March 9, 2022, the current fillable PDF form will be replaced by the digital EFT form, accessible only to those with the new Financial Manager role.

Will there be information on the secure provider portal about the new EFT process?

Yes. Information about the new digital EFT form and the new Financial Manager user role will be added to the secure provider portal.

What if I have recently submitted the current EFT form for enrollment or a change?

We will process all EFT enrollment/change requests received via the fillable PDF form prior to March 9. As of March 9, all new EFT requests must be submitted using the new digital form.

What if I am not yet contracted or in process with BCBSAZ credentialing/contracting?

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.

Who can assign the new Financial Manager user role?

The provider’s account “Administrator” (or a user with the “Office Manager” role) can assign the Financial Manager role to the designated person/people in your practice.

How many users can have the new Financial Manager user role?

We recommend assigning this role to one person per organization. However, large organizations that have multiple EFT setups with BCBSAZ may need to assign the Financial Manager user role to more than one person.

What content can the Financial Manager access on the secure provider portal?

The Financial Manager user role only has access to the digital EFT form. No other portal content is available through this user role, but those with this role may have an additional user account for access to other resources in the portal.

How can the Financial Manager 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 screenshot shows the homepage for providers. At the top left is the BlueCross BlueShield Arizona logo. To its right is the text "For providers" and a "My Account" link with a dropdown arrow. The main heading is "Electronic Funds Transfer (EFT)" with the subtitle "Authorization for Automatic Deposits Enrollment/Change Form". Below this is a "PLEASE NOTE" section with a paragraph of text: "Before filling out this form, please check to see if your group has already established an EFT arrangement with BCBSAZ to have all payments processed to the group's tax ID#. If so, payment for your claims will automatically be processed to your group's bank account and you do not need to complete this form." Below the note is the text "Activation may take up to 30 days" and a blue "Start" button. At the bottom of the page is a dark blue footer with links for "HIPAA Privacy", "Terms of Use", "Web Privacy", and "Contact Us", and a copyright notice: "© 2022 Blue Cross Blue Shield of Arizona. An independent licensee of the Blue Cross and Blue Shield Association."

How does the new digital form work?

The online form includes the same fields as the current PDF form:

The screenshot shows the EFT form. At the top left is the BlueCross BlueShield Arizona logo. To its right is the text "For providers" and a "My Account" link with a dropdown arrow. The main heading is "Electronic Funds Transfer (EFT)". Below this is the text "All fields required unless indicated". There are five sections, each with a blue checkmark icon on the left and an edit icon on the right: "Provider Information", "Provider Identifiers Information", "Provider Contact Information", "Financial Institution Information", and "Submission Information". Below these sections are two buttons: "Submit" and "Save & Close to Resume Later". Below the buttons is a small note: "If you choose to save and close, your entries will be saved for up to 60 days (does not include attachments)". At the bottom of the page is a dark blue footer with links for "HIPAA Privacy", "Terms of Use", "Web Privacy", and "Contact Us", and a copyright notice: "© 2022 Blue Cross Blue Shield of Arizona. An independent licensee of the Blue Cross and Blue Shield Association."

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).

What else is required to complete the form?

To complete EFT enrollment or an EFT account change, the user must upload a voided check or letter from the provider's bank with the account information. That financial institution must be contacted 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).

How long does EFT activation take?

EFT enrollment/change activation may take up to 30 days.

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

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 user roles can an account Administrator assign?

There are five specific user roles that an account Administrator or Office Manager can assign to others in the organization. Effective March 9, 2022, the Financial Manager user role will become the only role with access to the secure process for EFT enrollment and changes.

Here is the list of user roles:

User Roles		Areas of Access						
		General	Education and Training	Population Health	Claims	My PCMH Practice	Account User and Sub-Org Management	EFT Enrollment and Changes
1	General	✓	✓	✓				
2	General with Claims	✓	✓	✓	✓			
3	PCMH Clinical	✓	✓	✓		✓		
4	Office Manager	✓	✓	✓	✓		✓	
5	New! Financial Manager							✓
6	Administrator	✓	✓	✓	✓		✓	

Note: Non-contracted providers have the same set of user roles, but some content access is restricted.

What responsibility do provider organizations have for their secure portal account?

Your organization is responsible for the activities of your authorized account users. For this reason, we require each user account you create to have a unique user name that is not shared by others in your organization.

All portal users must agree to and comply with our terms and conditions for use of the secure provider portal (the Terms & Conditions link is on the bottom of the secure portal pages). Violation of these terms may result in loss of access to the portal and/or criminal penalties.

How can the account Administrator 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 your account.

Here are the steps:

1. First, determine who in your organization will be authorized to request EFT enrollment or updates for your practice.

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.

How soon after setting up the Financial Manager user role does it become active?

Upon completion of the setup (see the steps above), the new user account will be available for use immediately.

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

If you have questions about the new EFT process or online form, see our [provider instructions PDF](#) or contact the EFT team at EFT@azblue.com.

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