

EFT enrollment/change process

Provider instructions 07/19/2024

AZ Blue encourages network providers to be enrolled in electronic fund transfer (EFT) for reimbursement.

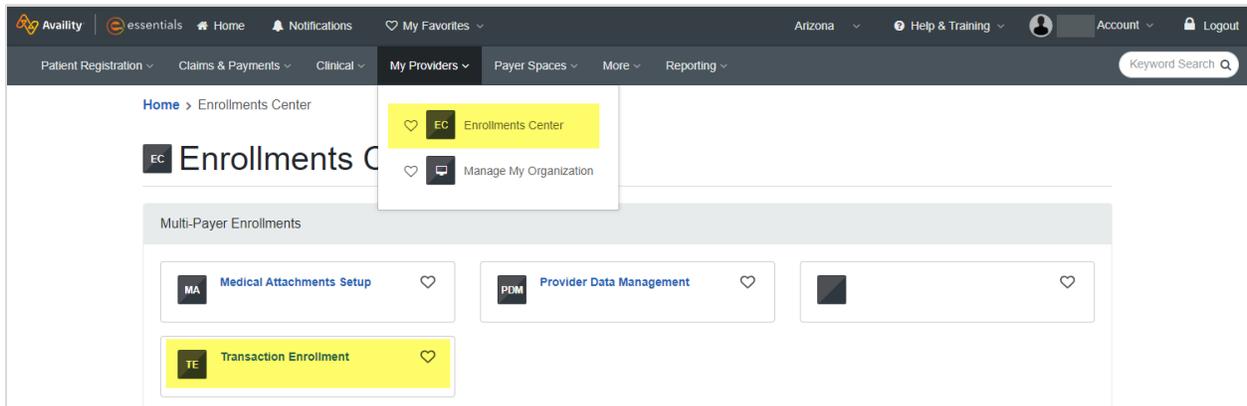
IMPORTANT! Before enrolling in EFT, please check to see if your group (tax ID) has already established an EFT arrangement with AZ Blue to have all payments processed to the group. If so, payment for your claims will automatically be processed to your group's EFT account and you do not need to complete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

Our EFT enrollment/change request form has moved to Avality Essentials portal

Requests for new EFT enrollment or enrollment changes must be made using the EFT form on the [Avality Essentials™ provider portal](#). The previous EFT form on azblue.com has been deactivated.

How to access 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.” The format is consistent with standard EFT enrollment forms. 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.



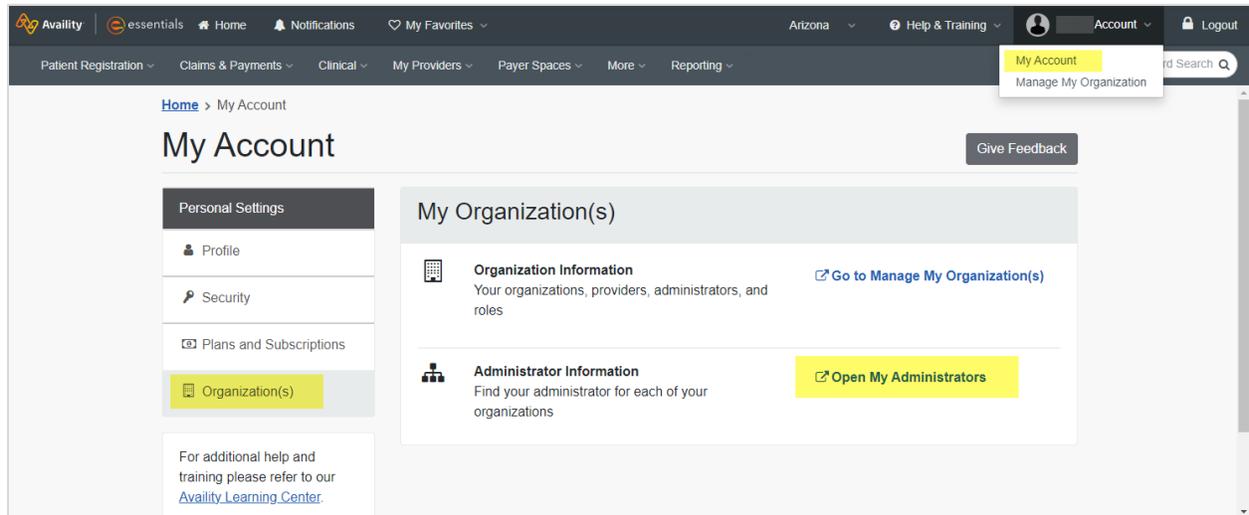
How to get an Essentials account

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

Your Essentials account Administrator

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

Here is a screenshot showing where how to access your “My Account” information:



EFT activation time

Be sure to 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) transactions. 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.

Using the EFT enrollment form

Below are some screenshots of the Essentials EFT form from the Transaction Enrollment training demo.

- For step-by-step instructions as you fill out the form, you can click the “What’s this” icon on each field.
- Once we receive your form, we will update the Essentials dashboard with the status of your request.

You will need to upload a voided check or bank letter as shown in the next screen.

Type of Account at Financial Institution What's this

Checking Account Savings Account

Provider's Account Number with Financial Institution What's this

Account Number Linkage to Provider Identifier What's this

Provider Tax Identification Number (TIN) / Employer Identification Number (EIN) National Provider Identifier (NPI)

Submission Information:

Reason for Submission

New Enrollment Change Enrollment Cancel Enrollment

Include with Enrollment Submission What's this

Voiced Check Bank Letter

Upload File No file chosen

Authorized Signature: What's this

Reason for Submission: New Enrollment

By clicking "I Agree" you acknowledge and agree that you have been authorized by the provider or its agent to initiate, modify or terminate an enrollment. You further acknowledge and agree that you have the legal authority to perform such action on behalf of your organization. In no event will Availity be liable for any losses or damages including without limitation, indirect or consequential losses or damages, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with this submission.

I agree to the terms and conditions ()

Authorized Signature:

Questions?

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