

An Independent Licensee of the Blue Cross Blue Shield Association

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 Availity Essentials portal

Requests for new EFT enrollment or enrollment changes must be made using the EFT form on the <u>Availity Essentials™ provider portal</u>. 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.

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TE Transaction Enrollment	\heartsuit		

How to get an Essentials account

If your organization is not yet registered on Essentials, visit <u>availity.com/azblue</u> 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:

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Organization(s)	-	Administrator Information Find your administrator for each of your		C [™] Open My Administrators				
			organizations					- 1
	For additional help and training please refer to our Availity Learning Center.							•

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.

Provider Enrollment	Transaction E	nrollment Enro	II Learn More		Give Feedback
Select Provider	PROVIDER INFORM	ATION			
Select Health Plan	Provider Name Lavender, Lawrence	Provider NPI	Provider TIN (EIN)	Organization Name Availity Learning Training	Customer ID
Select Transaction				Demo	
Add Identifiers	Authorized Contact Name Lilac. Lisa	Authorized Phone Number (800) 282-4548	Authorized Email Address		
5 Add Financial Information					
6 Submit Enrollment	ADD FINANCIAL INFO	RMATION			
When an EFT	Financial Institution	n Information:			
enrollment is	Financial Institution Nar	ne O What's this			
submitted in the					
Transaction Enrollment tool, the organization's administrator will receive an email notification.	Financial Institution Rot	uting Number Θ What's this			

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

Provider's Acco	ount Number with Financial Institution @ What's this
Account Numb	er Linkage to Provider Identifier
O Provider Tax	Identification Number (TIN) / Employer Identification Number (EIN) O National Provider Identifier (NPI)
Submission	Information:
Reason for Sul	bmission
O New Enrollm	ient O Change Enrollment O Cancel Enrollment
Include with Er	nrollment Submission @ What's this
O Voided Chee	ck ○ Bank Letter
	bases File No file chosen
opioad File	NOOSE FILE NO THE CLOSET
Authorized Si	gnature: 🛛 What's this

By clicking "I Ag	gree" you acknowledge and agree that you have been authorized by its agent to initiate modify or terminate an enrollment. You further
acknowledge a	and agree that you have the legal authority to perform such action on
behalf of your o	organization. In no event will Availity be liable for any losses or
any loss or dan	nage whatsoever arising from loss of data or profits arising out of, or
connection with	n this submission.
I agree to the terr	me and conditions (
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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).