

EnrollSafe/EFT enrollment portal

Effective November 1, 2021, EnrollSafe* will replace CAQH Enrollhub as the electronic funds transfer (EFT) enrollment portal for providers. Log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT.

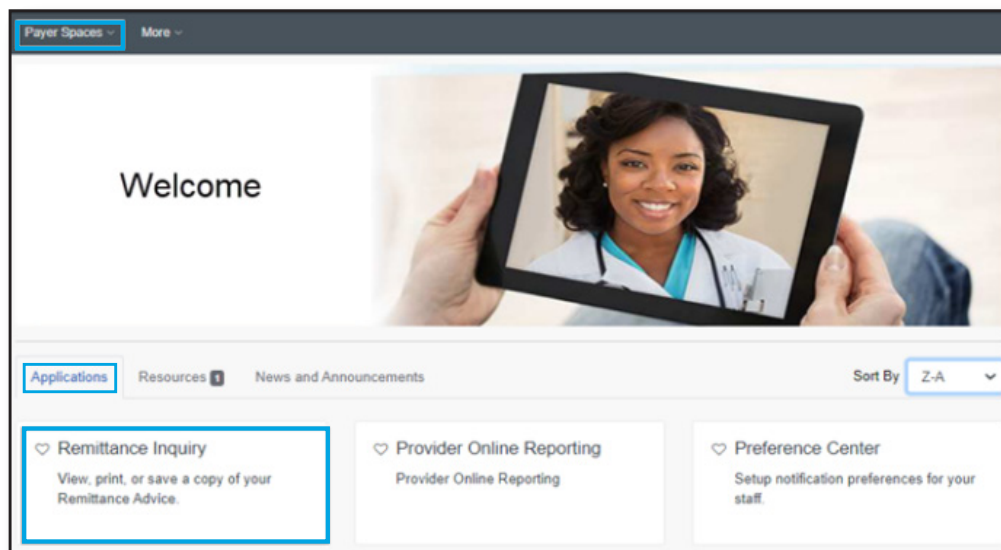


Log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT. Once you have completed registration, you'll be directed through the EnrollSafe secure portal to the enrollment page, where you'll provide the required information to receive direct payment deposits. If you're already enrolled in EFT through CAQH Enrollhub, no action is needed unless you are making changes. Your EFT enrollment information will not change as a result of the new enrollment hub.

ELECTRONIC REMITTANCE ADVICE (ERA) MAKES RECONCILING YOUR EFT PAYMENT EASY AND PAPER-FREE.

Using the digital ERA is the best way to reconcile your deposits securely and safely. You'll be issued a trace number with your EFT deposit that matches up with your ERA on Availity.

You can view or download a copy of the Remittance Advice under Payer Spaces > Applications > Remittance Inquiry tool.



ERAs are made available through Availity or through your clearinghouse or billing service.



NEED HELP? USE THE PROVIDER CHAT

Get answers to your questions about eligibility, benefits, authorizations, claims status, and more!

- Log in to Availity (**availity.com**) and select Highmark Blue Cross Blue Shield of Western New York from the *Payer Spaces* drop down.
- From the *Payer Spaces* Applications tab, select **Chat with Payer**.
- Complete the pre-chat form to start your chat experience.

LIVE WEBINARS AVAILABLE ON AVAILITY.COM

Organization administrators:

- Resources and tips for new administrators
- Navigating the *Attachments Dashboard* and *Workflow Options*

New users:

- Use Availity Portal to submit professional claims
- Service Providers not required to have a National Provider Identifier (NPI)

For a complete listing of live webinars, go to **availity.com** > Help & Training > Get Trained.

CONTACT INFORMATION:

Email – support@payeehub.org

Phone – **877-882-0384**, from 9 a.m.–8 p.m. ET (except public and/or bank holidays)

<https://providerpublic.mybcbswny.com>

Highmark Blue Cross Blue Shield of Western New York partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. Please note, this information is specific to the MMC and CHPlus programs only.

Amerigroup Partnership Plan, LLC provides management services for Highmark Blue Cross Blue Shield of Western New York's managed Medicaid.

Amerigroup Partnership Plan, LLC brinda servicios administrativos para Medicaid administrado de Highmark Blue Cross Blue Shield of Western New York.

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The Blue Cross®, Blue Shield®, Cross, and Shield Symbols are registered service marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. EnrollSafe is an independent company providing electronic funds transfer (EFT) services on behalf of Highmark Blue Cross Blue Shield of Western New York. Availity, LLC is an independent company providing administrative support services on behalf of Highmark Blue Cross Blue Shield of Western New York.

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