

EnrollSafe/EFT enrollment portal

In November 1, 2021, EnrollSafe* replaced CAQH Enrollhub as the electronic funds transfer (EFT) enrollment portal for providers. Sign up in the EnrollSafe Enrollment Hub at <https://enrollsafe.payeehub.org>.



Once you have completed registration, you will be directed through the EnrollSafe secure portal to the enrollment page, where you will provide the information required

to receive direct payment deposits. **If you are 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 will be issued a trace number with your EFT deposit that matches up with your ERA in Availity Essentials.

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.com](https://www.availity.com) and select the appropriate health plan from the Payer Spaces drop-down.
- On the Payer Spaces *Applications* tab, select **Chat with Payer**.
- Complete the form to start your chat experience.

Live webinars available on Availity Essentials

Organization administrators:

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

New users:

- Use Availity Essentials to submit professional claims.
- Service providers are not required to have a National Provider Identifier (NPI).

For a complete list of live webinars, go to [Availity.com](https://www.availity.com) > Help & Training > Get Trained.

Contact options

Email: support@payeehub.org

Phone: **877-882-0384**, from 9 a.m. to 8 p.m. Eastern time (except public and/or bank holidays)

* EnrollSafe is an independent company providing electronic funds transfer (EFT) services on behalf of Anthem Blue Cross and Blue Shield.

Providers who are contracted with Anthem Blue Cross and Blue Shield to serve Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging through an accountable care organization (ACO), participating medical group (PMG) or Independent Physician Association (IPA) are to follow guidelines and practices of the group. This includes but is not limited to authorization, covered benefits and services, and claims submittal. If you have questions, please contact your group administrator or your Anthem network representative.

Anthem Blue Cross and Blue Shield is the trade name of Anthem Insurance Companies, Inc. Independent licensee of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.