

This communication applies to:

- Anthem HealthKeepers Plus members covered by HealthKeepers, Inc.
- Medicare Advantage members covered by Anthem Blue Cross and Blue Shield (Anthem).
- Commercial plans offered by Anthem.

EnrollSafe/EFT enrollment portal

Effective November 1, 2021, EnrollSafe* replaces 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.



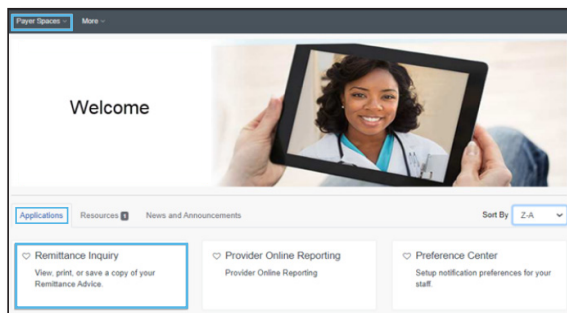
Log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT. Once you have completed registration, you'll be directed through the EnrollSafe secure portal to the

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.

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

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](https://www.availity.com)) and select the appropriate health plan 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](https://www.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](https://www.availity.com) > Help & Training > Get Trained.

Contact information:

- Email — support@payeehub.org
- Phone — **877-882-0384**, from 9 a.m.-8 p.m. Eastern time (except public and/or bank holidays)