

EnrollSafe electronic funds transfer enrollment portal



Effective November 1, 2021, EnrollSafe replaced CAQH EnrollHub as the electronic funds transfer

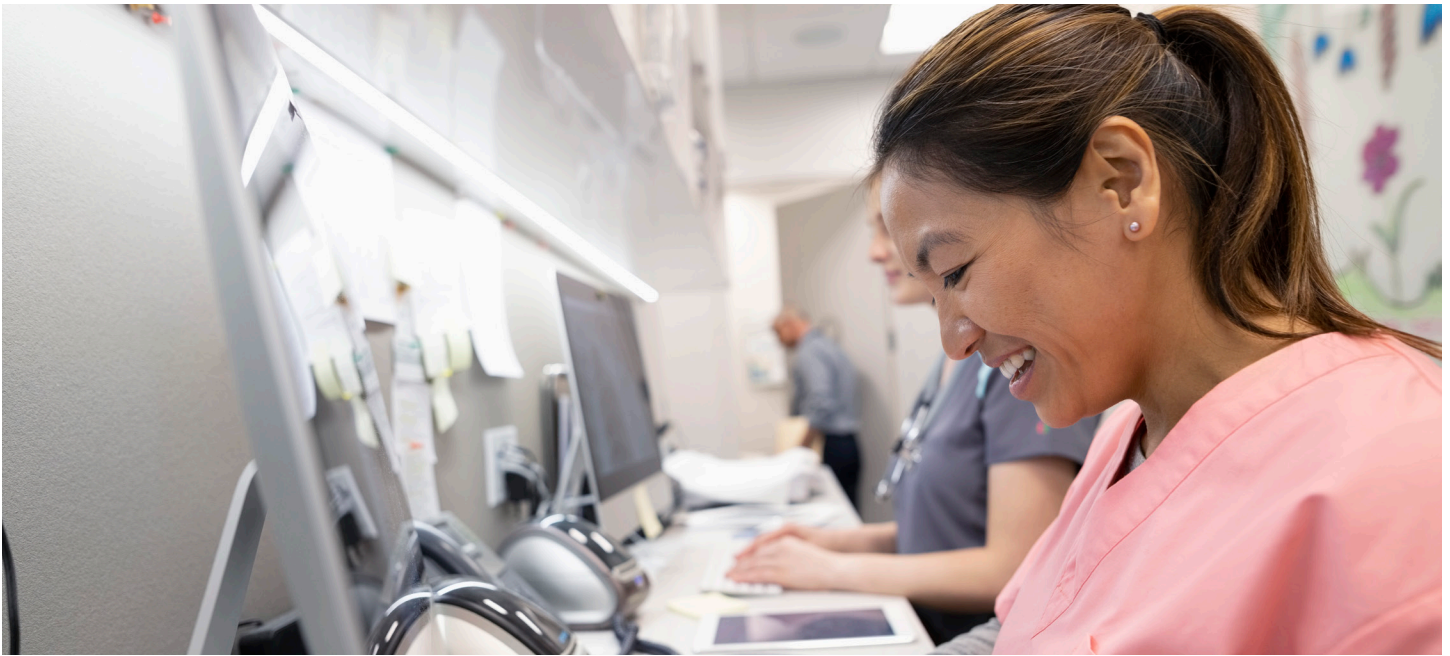
(EFT) enrollment portal for providers. Visit enrollsafe.payeehub.org to enroll in EFT. Once you complete registration, you will be directed to the enrollment page, where you will provide the required information to receive direct payment deposits. If you are already enrolled in EFT through CAQH EnrollHub, 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 makes reconciling your EFT payment easy and paper-free.

Using electronic remittance advice (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 on **Availity.com**.

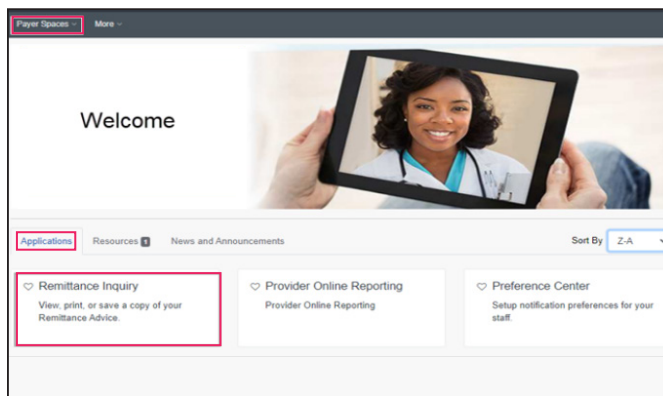
You can view or download a copy of the ERA under Payer Spaces > Applications > Remittance Inquiry tool. ERAs are made available through **Availity.com**, your clearinghouse, or your billing service.



Need help? Use Provider Chat

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

- Log in to **Availity.com** and select Wellpoint from the Payer Spaces drop down.
- From *Payer Spaces* select **Chat with Payer**.
- Complete the pre-chat form to start your chat experience.



Live webinars are available on Availity.com:

- Organization administrators:
 - Resources and tips for new administrators
 - Navigating the *Attachments Dashboard* and *Workflow Options*
- New users:
 - Use **Availity.com** to submit professional claims.
 - Service providers are not required to have an NPI.

For a complete listing of live webinars, visit **Availity.com** > Help & Training > Get Trained.

Contact information:

- Email: support@payeehub.org
- Phone: **877-882-0384**, from 9 a.m. to 8 p.m. ET, except for public and bank holidays.

Learn more about Wellpoint programs
<https://provider.wellpoint.com/tn>

