Electronic Data Interchange Information

Healthy Blue has a strategic relationship with Availity* to serve as our electronic data interchange (EDI) partner for all Medicaid electronic transactions.

Health care professionals, billing services and clearinghouses who are new to the EDI space can learn about Availity registration with Healthy Blue at **https://www.availity.com**.

Methods to exchange EDI transmissions with the Availity EDI Gateway:

1. **Already exchanging EDI files?**
   Providers can use existing clearinghouses or billing companies for Healthy Blue transmissions. *(Please work with them to ensure connectivity to the Availity EDI Gateway.)*

2. Become a direct trading partner with the Availity EDI Gateway.

3. Use direct data entry for single claim submission through the Availity Portal.

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If you are registered with Availity

Use your existing login and choose: My Providers > Enrollments Center. Additionally, the below guides will walk you through the transition:

- Use the *EDI Connectivity Services Startup Guide* (**https://bit.ly/3kU65fr**) for detailed instructions.
- Use Availity's *EDI Companion Guide* (**https://bit.ly/30aDQRv**).

Healthy Blue providers can exchange the following transactions through the Availity EDI Gateway:

837	Institutional claims
837	Professional claims
837	Dental claims
835	Electronic remittance advice
275	Electronic medical attachments
270/271	Eligibility request
276/277	Claim status
278/278N	Electronic preauthorization request

Payer name and ID

The payer name is Healthy Blue, and the payer ID is 00544.

Electronic remittance advice (ERA) registration

Providers who have a direct connection can use Availity (**https://www.availity.com**) to manage their ERA accounts.

Providers using a third party for ERAs must contact their choice of clearinghouse or billing service to enroll.

ERA registration will be available as of January 1, 2021.

- Log in to the Availity Portal at **https://apps.availity.com**.
- Navigate to My Providers > Enrollments Center > Transaction Enrollment.

You also have access to your *Explanation of Benefits* using the Remittance Inquiry Application on the Availity Portal to save images on your computer.

Contacting Availity

For questions, contact Availity Client Services at **1-800-AVAILITY (1-800-282-4548)** Monday through Friday 8 a.m. to 7:30 p.m. ET.

Electronic funds transfer (EFT) registration

- To register or manage account changes for EFT only, use the EnrollHub™, a CAQH Solutions™ enrollment tool (**https://www.caqh.org/solutions/enrollhub**), a secure electronic EFT registration platform. This tool eliminates the need for paper registration, reduces administrative time and costs, and allows providers to register with multiple payers at one time.
- If you are a registered provider with EnrollHub for other payers, you can also add EFT for Healthy Blue to your account.
- Registration will be available as of November 1, 2020.
- If you have registration-related questions, contact EnrollHub Help Desk at **1-844-815-9763** from 6 a.m. to 8 p.m. CT Monday through Thursday, 6 a.m. to 6 p.m. CT Friday.

https://provider.healthybluene.com