



Healthy Blue



Provider Bulletin

June 2021

Frequently asked questions – Electronic data interchange

Healthy Blue in Nebraska uses Availity* as its exclusive partner for managing all electronic data interchange (EDI) transactions. EDI, including electronic remittance advices (ERA), allows for a faster, more efficient, and cost-effective way for provider organizations to do business.

Using Availity, you can complete the following HIPAA transactions:

- Healthcare claim payment/advice (835)
- Healthcare claim status request and response (276/277)
- Healthcare claim: Dental (837D)
- Healthcare claim: Institutional (837I)
- Healthcare claim: Professional (837P)
- Healthcare eligibility benefit inquiry and response (270/271)
- Healthcare services inpatient admission and discharge notification (278N)
- Healthcare services prior authorization (278)
- Medical attachments (275)

Availity's EDI submission options:

- Use existing clearinghouse or billing vendor, working with your vendor to ensure connection to the Availity EDI Gateway.
- Become a direct submitter with the Availity EDI Clearinghouse; a third-party practice or revenue cycle management system capable of generating EDI batch files is required.

Payer ID

Payer IDs route EDI transactions to the appropriate payer. Healthy Blue's payer ID is **00544**.

Electronic remittance advice (835):

Use Availity to register and manage ERA account changes with these three easy steps:

1. Log in to **Availity**.
2. Select **My Providers**.
3. Click on **Enrollment Center** and select **Transaction Enrollment**.

Electronic funds transfer

Use the **EnrollHub™**, a CAQH Solutions™* enrollment tool, to register and manage electronic funds transfer account changes. EnrollHub makes it easy for you to handle multiple payers at once, reducing administrative time and costs.

Availity EDI support

For questions related to EDI, contact Availity Client Services at **800-282-4548** or visit the Availity Support Community by following these steps:

1. Log in to **Availity**.

* Availity, LLC. is an independent company providing administrative support services on behalf of Healthy Blue. CAQH Solutions is an independent company providing enrollment support services on behalf of Healthy Blue.

<https://provider.healthybluene.com>

Healthy Blue is the trade name of Community Care Health Plan of Nebraska, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

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2. Select **Help and Training**.
3. Choose **Availity Support**.
4. Select your organization.

Useful EDI documentation

Availity EDI Connection Service Startup Guide — This guide includes information to get you started with submitting EDI transactions to Availity, from registration to ongoing support.

Availity EDI Companion Guide — This Availity EDI guide supplements the *HIPAA* TR3s and describes the Availity Health Information Network environment, interchange requirements, transaction responses, acknowledgements, and reporting for each of the supported transactions as related to Availity.

Availity registration page — Availity registration page for users new to Availity

Washington Publishing Company — X12 code descriptions used on EDI transactions

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **833-388-1406** Monday to Friday from 7 a.m. to 8 p.m. CT.