February 2021

Electronic Data Interchange Overview

Electronic Data Interchange

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) uses Availity as its exclusive partner for managing all electronic data interchange (EDI) transactions for Healthy Blue members. EDI, (including electronic remittance advices ERA), allows for a faster, more efficient and cost effective way for providers and employers to do business.

Advantages of EDI:
- Faster processed claims — claims are electronically submitted alongside coordination of benefits
- Fixing errors early though in-system notification and correction
- Reduced overhead and administrative costs by eliminating paper claim submissions
- Speeding up enrollment and payment for employer groups benefits
- Uploading files through file transfer protocol (FTP) or directly in Availity as a batch or single claim submission

As a Healthy Blue provider, you can complete the following *HIPAA* transactions in Availity:
- Healthcare Claim: Professional (837P)
- Healthcare Claim: Institutional (837I)
- Healthcare Claim: Dental (837D)
- Healthcare Eligibility Benefit Inquiry and Response (270/271)
- Healthcare Services Prior Authorization (278)
- Healthcare Services Inpatient Admission and Discharge Notification (278N)
- Healthcare Claim Payment/Advice (835)
- Healthcare Claim Status Request and Response (276/277)
- Medical Attachments (275)

Ways you can use the Availity EDI Gateway
Availity's EDI submission options:
- EDI clearinghouse for direct submitters (requires practice management or revenue cycle software) **or**
- Use your existing clearinghouse or billing vendor (work with your vendor to ensure connection to the Availity EDI gateway)

EDI Trading Partner
The trading partner (such as clearinghouse) billing company and direct submitter connect with Availity's EDI gateway to send and receive EDI transmissions.

Note:

Availity is an independent company providing administrative support services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.

https://provider.healthybluenc.com

If you have access to EDI software and want to submit directly to Availity, please follow below instructions.

Already registered with Availity and want to submit EDI transactions?
1. Log in to Availity
2. Select **My Providers**
3. Select **Enrollments Center**, and then select **Transaction Enrollment**
4. Follow the steps to enroll as an EDI trading partner
5. Update user role for EDI

New to Availity and want to submit EDI transactions?
1. Choose an administrator to register your organization.
2. When the administrator is ready to register, choose the **Register** button on the top of the page.
3. Select your organization type and complete the registration process.
4. Administrator should check email to verify account.
5. Once account has been verified, administrator will agree to the disclaimer, set up your security questions and change the password.

Payer ID
Payer IDs route EDI transactions to the appropriate payer.
- Healthy Blue NC Payer ID: 00602

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. Select **Enrollment Center**, and then select **Transaction Enrollment**

Electronic Funds Transfer (EFT)
- 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 Blue Cross NC to your account.
- 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 and 6 a.m. to 6 p.m. CT Friday.

Note: If you use a clearinghouse, billing service or vendor, please work with them on ERA registration and to determine payer ID.

If you have questions regarding **declined** EFT, please contact your Provider Relations representative or **Healthy Blue Provider Services** at **1-844-594-5072 Monday through Saturday from 7 a.m. to 6 p.m. Eastern**

Contact Availity
Please contact Availity Client Services with any questions at **1-800-AVAILITY (1-800-282-4548)**.

Related information:
- **Availity EDI connection services startup guide**
- **Availity EDI standard companion guide**
- **Washington Publishing Company**