



An Anthem Company

Provider Bulletin  
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## Get your payments faster when you sign up for electronic funds transfer

*This communication applies to the Medicaid and Medicare Advantage programs for Empire.*

Effective **November 1, 2021**, EnrollSafe will replace CAQH Enrollhub<sup>®</sup> as the electronic funds transfer (EFT) enrollment website for Empire providers. As of November 1, 2021, CAQH Enrollhub will no longer offer EFT enrollment to new users.

When you sign up for EFT through <https://enrollsafe.payeehub.org>, the new enrollment website, you'll receive your payments up to seven days sooner than through the paper check method. Not only is receiving your payment more convenient, so is signing up for EFT. What's more, it's easier to reconcile your direct deposits.

### EnrollSafe is safe, secure and available 24-hours a day

Beginning November 1, 2021, log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT. 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.

### Already enrolled in EFT through CAQH Enrollhub?

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.

If you have changes to make, after October 31, 2021, use <https://enrollsafe.payeehub.org> to update your account.

### Electronic remittance advice (ERA) makes reconciling your EFT payment easy and paper-free

Now that you are enrolled in EFT, using the digital ERA is the very best way to reconcile your deposit. You'll be issued a trace number with your EFT deposit that matches up with your ERA on the Availity\* Portal. To access the ERA, log onto <https://www.availity.com> and use the **Claims and Payments** tab. Select **Send and Receive EDI Files**, then select **Received Files Folder**. When using a clearinghouse or billing service, they will supply the 835 ERA for you. You also have the option to view or download a copy of the *Remittance Advice* through the Remittance Inquiry app.

\* Availity, LLC is an independent company providing administrative support services on behalf of Empire.