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Blue Cross and Blue Shield Association

## New Automated 835 Electronic Remittance Advice Registration

In an effort to reduce administrative costs, Florida Blue will be automating its 835 electronic remittance advice (ERA) registration process. The new electronic automated process replaces the current option for faxing 835 ERA enrollment requests. The 835 Health Care Electronic Remittance Advice (ERA) registration enables providers, or other entities, to request a HIPAA X12N 835 version 5010A1 electronic remittance advice transaction from Florida Blue through the Availity<sup>®1</sup> Health Information Network. It may also be used to add or remove providers or update existing information.

**As of June 30, 2012, Florida Blue will no longer accept *faxed* 835 ERA enrollment forms. All registrations must be completed through the Availity<sup>®1</sup> Health Information Network.**

**In order to successfully complete the online 835 ERA registration, the user must have the following:**

1. An **Availity account** with the organization that will be retrieving the 835 ERA data. If your organization is not currently registered with Availity, you will need to go to [www.availity.com](http://www.availity.com) and click on the 'Register now' box. Complete the application. Once the application is approved, a temporary password will be sent within two to seven business days.
2. The **Payee Tax ID** for the provider that is requesting 835 ERAs from Florida Blue.
3. The **Florida Blue provider number(s)** of the payee(s) that are requesting 835 remittances (these provider numbers will correspond to the Tax ID)

**Note:** Providers must register their National Provider Identifier (NPI) with Florida Blue prior to online registration. The form is available on our website, [www.floridablue.com](http://www.floridablue.com), under the For Providers tab, Tools & Resources and then Forms.

**After logging into Availity, the user may access the online 835 ERA registration three ways:**

1. Under the **Training and Resources** link on the right side of the home page **expand and click** on the **Electronic Remittance Advice Delivery** link. From the **Electronic Remittance Advice Delivery** page, click on the **Florida Blue** link in the center of the page. It will then take you to a *Terms and Agreement* page. After clicking on the **I Agree** button, you will be able to access the 835 ERA Registration.
2. On the **Payer Resources** page, click on the **Electronic Remittance Advice Registration** link under the **ERA/EFT Information** section. You will be taken to the Terms and Agreement page. After clicking on the **I Agree** button, you will be able to access the 835 ERA Registration.
3. On the left hand navigation bar, click on the 'My Pay Portals' function, and then select the 'Florida Blue Passport Portal' sub-function. You will be taken to the Terms and Agreement page. After clicking on the **I Agree** button, you will be able to access the 835 ERA Registration.

**Note to all registrants:**

1. All registrants will be asked to electronically accept Terms and Agreements acknowledging responsibility for the assignment of the 835 ERA delivery.

2. To modify existing information such as name, tax identification number or deleting a provider cannot be completed online.
3. Once the set-up is complete, the 835 ERA will be generated on the next claim payment cycle for the specified provider.

#### **Note to providers:**

1. If you wish to receive 835 remittances through a third party vendor (such as a clearinghouse or billing service), you must have your third party vendor log on to the Availity Health Information Network and complete your organization's registration. They will need your payee tax ID and payee Florida Blue provider number to complete the registration. Your third party vendor will be asked to accept a Terms and Agreement acknowledging responsibility for the assignment of the 835 ERA delivery.

## Frequently Asked Questions

### **What information do I need to successfully register for an 835 ERA?**

Using the Availity<sup>®1</sup> Health Information Network, enter your payee tax ID. A drop-down box showing the corresponding Florida Blue (Blue Cross and Blue Shield of Florida, Inc.) payee provider number(s) will appear. You need to determine which provider number(s) you wish to register for receiving electronic remittances. It is also important to log on with the correct Availity Genkey/Customer ID (for more on Genkey/Customer ID, see the following question.)

### **What is a Genkey and why is it important?**

When a user registers with the Availity Health Information Network, a Genkey (also known as a Customer ID) is created as an "electronic address", much like your P.O Box or billing address for paper mail. When a user registers for a Florida Blue 835 electronic remittance, we record the Genkey/Customer ID from the user, and subsequently send all the 835 electronic remittance data to that particular electronic address. That is why it is important to log into the desired Availity account when performing a registration.

To find your Genkey/Customer ID, log into the Availity Health Information Network and choose the "Who Controls my Access" function on the Availity menu bar. If you still have questions regarding your Genkey/Customer ID, call Availity at (800) 282-4548.

### **What if I made a mistake and registered my 835 to go to the wrong Genkey?**

You must log on to the correct Genkey and repeat the process outlined in the first question. After completing the electronic registration process, choose the 'Update' option and the registration will reflect your changes.

### **I use a billing service or clearinghouse. How do I coordinate sending them my electronic remittances?**

Your billing service or clearinghouse must log on to Availity under their Genkey/Customer ID and complete the registration for you. Be prepared to provide them with your billing tax ID and your Florida Blue payee provider number. Your billing service or clearinghouse will be asked to sign the terms and agreement to accept responsibility only for your tax ID for the purposes of 835 ERA data.

### **When I entered my tax ID, I received an error stating that no Florida Blue provider numbers were associated to that ID. What does this mean?**

It is possible that there was a keying error when the tax ID was entered. However, it is possible that your tax ID has not yet been entered into our systems as a recognized billing entity. If you are in the process of credentialing with Florida Blue, it is possible that you are trying to complete your 835 ERA registration prior to

the completion of the credentialing process. You may contact the Provider Contact Center at (800) 727-2227 (Option 2) to determine if your tax ID has been entered into our systems.

**There are several doctors in my office, but we bill Florida Blue under an incorporated tax ID with a corresponding NPI number for our PA Group. Do I have to register each doctor to receive an 835 electronic remittance?**

No. When you register a tax ID with its corresponding Florida Blue payee provider number, the registration will serve for each provider that practices as a member of your PA group.

**When would I have to register an individual provider?**

You would have to register an individual provider only if you desire an 835 ERA for a provider who does not belong to a PA Group, or if a provider practices apart from the PA Group as a separate billing entity. Registering an individual provider for an 835 ERA should be infrequent.

**I do not recognize my Florida Blue payee provider number from the drop-down box after I entered my tax ID. How do I find out what my correct Florida Blue payee provider number is?**

If you need assistance determining your correct provider number, contact the Provider Contact Center at (800) 727-2227 (Option 2).

**I successfully completed my registration. How long will it be before I receive my first 835 ERA?**

Generally, your first 835 ERA will be created and sent the week following completion of the registration process provided you have received electronic or paper payments.

**I completed my registration a couple of weeks ago, but I have still not received 835 ERAs. Why?**

Your 835 ERA registration may not have been completed in time to match the following billing cycle. However, if you do not see your first remittance advice within two weeks of registration (and you have received electronic or paper payments during that period), please call Availity at (800) 282-4548. They will open a ticket and route it to Florida Blue for research.