

## **Electronic Funds Transfer (EFT) Frequently Asked Questions**

### **Q.) What is Electronic Funds Transfer (EFT)?**

- A.) The EFT process will allow you to have your payments electronically transferred to your bank account. This will allow you to receive your payments from BlueCross BlueShield of Tennessee a few days earlier than when they are mailed to you.

### **Q.) Can I participate in the EFT program if I do not use BlueAccess?**

- A.) When you receive your payments via the EFT process, you will no longer receive your paper remittance advice. You will be able to access an exact replica of your paper remittance advice via BlueAccess in the secure area of our Web site, [www.bcbst.com](http://www.bcbst.com). The online remittance advice can be found under Additional Provider Services from the BlueAccess main menu. Anyone in your office that will need access to your online remittance advice will need to be registered to use BlueAccess. To register, simply click on the "register" button in the BlueAccess box in the top right corner of the BlueCross BlueShield of Tennessee homepage. Follow the registration instructions to create your password and to request your shared secret. Once you have received your shared secret, you will be ready to use BlueAccess.

**Note: Registration instructions are located on the "Forms" page of the "Providers" section of our Web site (under the "Electronic Funds Transfer Enrollment Form"). The link to get to the "Forms" page is located in the "Administration" section on the "Providers" page.**

### **Q.) Will EFT apply to all lines of business?**

- A.) EFT is available to those providers that see patients that are covered by our Commercial, BlueCare, TennCareSelect, Preferred Dental, FEP and BlueCard lines of business.

### **Q.) How do I register for EFT?**

- A.) You will need to complete the EFT Enrollment form located on our Web site at [www.bcbst.com](http://www.bcbst.com). The form is located under the "Forms" tab in the "Administration" section of the "Providers" page of our Web site. You will then mail the completed form and a **voided check** to:

BlueCross BlueShield of Tennessee  
801 Pine Street  
Chattanooga, TN. 37402  
Attn: Provider Management – 3TC

**Q.) Will I receive my EFT payment on the same day each week?**

A.) Yes. However, if the day that the EFT payment is posted to your bank account falls on a bank holiday, the payment will be posted on the next business day.

**Q.) After I start participating in the EFT program, will I continue to receive my paper remittance advices?**

A.) No. You will no longer be sent paper remittance advices as soon as you begin to receive EFT payments. Your remittance advice will be available on our Web site at [www.bcbst.com](http://www.bcbst.com). The remittance advice can be found in the secure area located on the Provider page of our Web site.

**Q.) Will billing agencies be notified of the EFT program?**

A.) BlueCross BlueShield of Tennessee will **not** notify billing agencies of the new EFT program. Providers that utilize billing agencies for any of their administrative functions will need to notify them of their plans to participate in the EFT program. This information will be important to the billing agency because of the fact that the provider's payments will be electronically posted to their bank accounts. The billing agency will also need to know that the provider will no longer receive a paper copy of the remittance advice.

**Q.) If I submit claims electronically and I choose to participate in EFT, will my electronic vendor be notified of this?**

A.) BlueCross BlueShield of Tennessee will not notify your electronic vendor concerning your participation in the EFT program. For information regarding this process, please contact BlueCross BlueShield of Tennessee at 1-800-924-7141 and choose the option "eBusiness enrollment". .

**Q.) If I participate in EFT, what day will my check be posted to my bank account? Also, when will my remittance advice be available on the BlueCross BlueShield of Tennessee Web site?**

A.) For our Commercial, FEP, BlueCard and Preferred Dental lines of business, your remittance advice will be posted to our Web site on Tuesday and the check will be posted to your bank account on Wednesday. For the BlueCare/TennCare*Select* lines of business, your remittance advice will be posted to our Web site on Thursday and the check will be posted to your bank account on Friday.

**Q.) What if I choose to change bank accounts? How will I make BlueCross BlueShield of Tennessee aware of this change in my bank account information?**

A.) If you choose to make a change in the bank account in which the EFT funds are deposited, you will need to complete another EFT Enrollment form and mail to BlueCross BlueShield of Tennessee as soon as possible to ensure that future EFT payments are credited to the appropriate account.

**Q.) Who do I contact if I have a question regarding EFT?**

A.) For answers to EFT questions, please call our Provider Service number at 1-800-924-7141.

**Q.) How will I know if my EFT registration information was received by BlueCross BlueShield of Tennessee?**

A.) As soon as you have been set up to receive EFT payments, you will receive an acknowledgement letter from BlueCross BlueShield of Tennessee. This letter will inform you that you will begin receiving EFT payments on the next payment cycle.

**Q.) What if an incorrect payment amount is credited to my bank account?**

A.) BlueCross BlueShield of Tennessee reserves the right to correct an incorrect payment amount that is credited to the provider's bank account. Any other overpayment amount will not be recovered from the provider via this process.