

CAQH/Change Healthcare Transition FAQs

BlueCross is transitioning to a new source for provider payment information. In the past, we used CAQH's EnrollHub® but CAQH is retiring this tool. Our new payment configuration vendor will be Change Healthcare. Providers will be able to submit their Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) enrollments through Change Healthcare's Payer Enrollment Services portal, which they can access through Availity® and provider.bcbst.com.

What is Payer Enrollment Services?

Payer Enrollment Services is a tool provided by Change Healthcare. It allows providers to submit all requests to enroll or make changes to ERA and EFT. Providers must register for the Payer Enrollment Services tool at payerenrollservices.com to submit requests.

Why did BlueCross make this change?

We've used CAQH EnrollHub for our ERA and EFT enrollment services for many years. When they announced they were retiring the tool, we chose Change Healthcare as our new vendor because their Payer Enrollment Services portal simplifies and streamlines the EFT and ERA enrollment processes, which helps improve administrative efficiency and save time.

Will Change Healthcare protect providers' financial information?

Change Healthcare's IT systems and employees meet rigid security standards. This includes meeting CAQH CORE III requirements, being accredited by the Electronic Healthcare Network Accreditation Commission, extensive security and privacy employee training, and more.

If a provider is already enrolled with EFT/ERA through CAQH EnrollHub, will their current information be transferred to Change Healthcare?

If you were previously enrolled with CAQH EnrollHub, and your information is still current, you don't need to do anything to continue receiving payments as you always have. You only need to go to Change Healthcare if you're making changes or enrolling a new provider for EFT/ERA services.

If you're newly enrolling EFT/ERA information or making a change to your former information, you'll need to enroll with Change Healthcare's Payer Enrollment Services portal at payerenrollservices.com. After your information is verified, they'll send it to BlueCross. We encourage providers to start this process as soon as possible to allow plenty of time for verification. Most changes will be processed within 14 days.

If a provider changes their bank account can they use Payer Enrollment Services to notify BlueCross?

Yes. Bank changes need to be submitted through Payer Enrollment Services. Providers will need to register first before submitting a bank change request. Providers can register at payerenrollservices.com

If a provider recently changed their Taxpayer Identification Number (TIN), can they enroll in EFT through Payer Enrollment Services?

Providers should contact BlueCross Provider Service at 1-800-924-7141 for help with changing their TIN or adding a TIN. Providers should wait for confirmation that their TIN has been added/changed to BlueCross systems. Once they have confirmation, they should resubmit their enrollment.

Who do provider offices contact if they need help during the enrollment process?

Providers should contact Change Healthcare directly with any questions regarding registration for the Payer Enrollment Services portal, or have questions navigating within the tool. Providers may chat with a representative by visiting payerenrollservices.com or may call Change Healthcare at 1-800-956-5190. Payer Enrollment Services customer service hours via live chat or by phone are Monday through Friday, 8 a.m. to 5 p.m. (Central).

How long does it take for the provider's EFT deposits or ERA delivery to begin?

ERA and EFT become effective the same day BlueCross processes the request.

Are other health plans partnered with Payer Enrollment Services?

Yes. A list of participating health plans that participate can be viewed in the Help and Support link within the Payer Enrollment Services portal.

Can the provider's billing company or vendor use Payer Enrollment Services to enroll/change on the provider's behalf?

Yes. Questions about a provider's billing submission requests through Payer Enrollment Services should be directed to Change Healthcare by calling 1-800-956-5190 Monday through Friday, 8 a.m. to 5 p.m. CT.

If a provider is already set up for EFT with BlueCross, can they submit an ERA enrollment or change without submitting their EFT information again?

Yes. We encourage providers to enroll for ERA when using EFT to help streamline their reconciliation process.

###