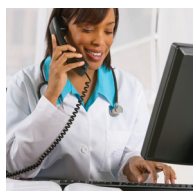


Have Questions?



### For General Inquiries

423.535.5717 Option 2  
[ebusiness\\_service@bcbst.com](mailto:ebusiness_service@bcbst.com)

To check the status of an EFT enrollment form:  
[ecomm\\_sysconfig@bcbst.com](mailto:ecomm_sysconfig@bcbst.com)  
or 1.800.924.7141



### eBusiness Marketing Team

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Electronic  
Funds Transfer  
for the Provider



BlueCross BlueShield of Tennessee  
1 Cameron Hill Circle | Chattanooga, TN 37402  
[bcbst.com](http://bcbst.com)

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of  
the BlueCross BlueShield Association

12PED1688 (8/12)  
EFT Provider Brochure



## What is Electronic Funds Transfer (EFT)?



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.

### What Are The Benefits?

1. Receive payments earlier
2. More secure payment process
3. Reduce administrative costs
4. Less paper storage

### How Do I Get Started?

1. Complete the Electronic Funds Transfer Enrollment form available on the provider page in the forms section of website, [bcbst.com/providers/forms](http://bcbst.com/providers/forms). Attach a copy of a voided check and fax to (423) 535-3066 or (423) 535-7523 or mail to:

BlueCross BlueShield of Tennessee  
ATTN: Provider Information Dept. 2.4CH  
1 Cameron Hill Circle  
Chattanooga, TN 37402

2. Receive confirmation letter stating EFT has been set up.
3. Ensure you have access to BlueAccess® to view and print remittance advices.

## Frequently Asked Questions

### 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 the company website or be set up as a HIPAA 835 electronic remittance advice.

### 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 and Preferred Dental lines of business, your remittance advice will be posted to the company Web site on Tuesday and the check will be posted to your bank account on Wednesday. For the BlueCare/TennCareSelect lines of business, your remittance advice will be posted to the company Web site on Thursday and the check will be posted to your bank account on Friday.

### Q: Is EFT the same as an electronic remittance advice?

A: No. An Electronic Remittance Advice shows how the payment is allocated and can be set up to autopost payments. EFT simply deposits the money into a bank account.

### Q: How do I initiate automatic payment posting?

A: To initiate automatic payment posting, contact your software vendor.