

# Electronic Billing Request

## I. PERSONAL / GROUP / FACILITY INFORMATION - PLEASE PRINT LEGIBLY

Group Practice Name: \_\_\_\_\_ Group NPI: \_\_\_\_\_

☐ Please check to apply changes to all providers currently linked to the Group NPI.

Provider Name: \_\_\_\_\_ Provider NPI: \_\_\_\_\_

Tax Identification Number: \_\_\_\_\_  
 (Required)

Contact Email Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone : \_\_\_\_\_ Fax: \_\_\_\_\_

Your confirmation letters will be faxed to the fax number listed above; if the fax number is left blank, the confirmation will be sent to the mailing address on file. **Note:** It is your responsibility to notify your billing agent or clearinghouse when you are set up to send and receive electronic transactions.

## II. ELECTRONIC BILLING INFORMATION - PLEASE PRINT LEGIBLY

### Claims Submission

Who will submit your claims? (select one)

Select ONE option and include all applicable information.

(If you are unsure of the submitter's Identification number, verify this information with your vendor before completing.)

Filing Direct  
with Purchased  
Software or In  
House Software

Software Company Name: \_\_\_\_\_

Submitter Identification Number: \_\_\_\_\_ Phone: \_\_\_\_\_ Ext: \_\_\_\_\_

List existing mailboxes if associated with a group. (Ex: UBAAA.X12, PTAAA.X12, ECAAAA.X12)

☐ Reports Mailbox Name: \_\_\_\_\_ ☐ Remits Mailbox Name: \_\_\_\_\_

☐ Filing with Third  
Party / Billing  
Agent

Please provide information only for the agency that submits the claims to BlueCross BlueShield of Tennessee.

Billing Agent / Clearinghouse Name: \_\_\_\_\_

Billing Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ Ext: \_\_\_\_\_

Third Party Submitter Identification Number: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### Retrieval of Reports / Remits through Secure File Gateway (SFG)

Claims  
Acknowledgement  
(277CA)\*\*

277CA reports will be routed to the claims submitter.

\*\*NOTE: if a 3rd party submits your claims, the 3rd party will receive the 277CA reports.

Electronic  
Remittance  
Advice (835)

BlueCross BlueShield of Tennessee is pleased to be part of a new Change Payer Enrollment Services that enables providers to enroll in electronic funds transfer (EFT) and electronic remittance advice (ERA) with multiple payers through a single online process at no cost to the provider. The Change Payer Enrollment Services EFT/ ERA enrollment tool offers providers a single point of entry for enrollment in electronic payments with multiple payers, including BlueCross BlueShield of Tennessee. The Change Payer Enrollment Services will facilitate compliance with the 2014 EFT/ERA mandate under the Affordable Care Act, eliminate administrative redundancies and create significant time and cost savings.  
 Visit **Change PES Website:** <https://payerenrollservices.com/> to sign up today.

### Additional ANSI transactions

270 Eligibility

276 Claim Inquiry

Please contact the eBusiness Service Center at (423) 535-5717 or e-mail: [eBusiness\\_service@bcbst.com](mailto:eBusiness_service@bcbst.com) for technical support assistance.

**\*LOA:** A Letter of Authorization is required if someone other than you will retrieve the ANSI 835 transaction response. Please attach an authorization letter on your office letterhead with the entire enrollment packet. "Please note that in order to better serve your needs, requests received that do not include the letter of authorization and/or the appropriate information as requested above will not be processed. This information is required in order to complete your Electronic Billing Request."

**Note:** It is the provider's responsibility to obtain and review all electronic reports to ensure proper receipt of claims by BlueCross BlueShield of Tennessee. An electronic control number (ECTN) is issued for each EDI claim received and serves as the receipt confirmation.

ANSI Format Testing Information, Companion Guides, Edit Listings, Secure File Gateway System Information, and the HIPAA Compliancy Self Testing Web Tool can be found on the BlueCross BlueShield of Tennessee website at [www.bcbst.com/providers/ecommm/](http://www.bcbst.com/providers/ecommm/).

### III. USER ACCESS - PLEASE PRINT LEGIBLY

BCBST's Secure File Gateway (SFG) allows trading partners to submit electronic claims and download electronic reports using multiple secure managed file transfer protocols. The SFG provides the ability for HTTPS, SFTP, and FTP/SSL connections. Below is a short description of each protocol, please check each protocol you will use. You have the option to check all three. **If you are not sure which Protocol you are using, please contact your vendor.**

- ☐ HTTPS Website <https://mftweb.bcbst.com/myfilegateway> - The BCBST secure website allows individuals to login with their secure credentials and submit electronic claims or download electronic reports. - **This option is for a MANUAL LOGIN, Scripting should not be used with this option.**
- ☐ SFTP - server [mftftp.bcbst.com](https://mftftp.bcbst.com) - The BCBST SFTP server allows trading partners to automate their processes to submit electronic claims or download electronic reports.
- ☐ FTP/SSL - server [mftftp.bcbst.com](https://mftftp.bcbst.com) - The BCBST FTP/SSL server is an additional option to allow trading partners to automate their processes to submit electronic claims or download electronic reports.

Please list **all individuals** who will be accessing BlueCross BlueShield of Tennessee systems. If more space is needed, please make additional copies of this page. It is the responsibility of the client to notify BlueCross BlueShield of Tennessee when an individual listed below leaves the employment of the client or has a legal name change. Failure to do so may result in the agreement being terminated.

Individual Names (New Users Only) - All fields required to set up USERS

| Account Type                           | First Name and Last Name | Phone # | Email Address (Required) |
|--|--------------------------|---------|--------------------------|
| <input type="checkbox"/> Batch ID      |                          |         |                          |
| <b>ONLY 1 BATCH ID PER MAILBOX</b>     |                          |         |                          |
| <input type="checkbox"/> Individual ID |                          |         |                          |
| <input type="checkbox"/> Individual ID |                          |         |                          |
| <input type="checkbox"/> Individual ID |                          |         |                          |

**NOTE:** To revoke an individual's access, please fax a request on provider's letterhead to (423) 535-7523 noting the name(s) to be removed, the tax ID number and Secure File Gateway (SFG) mailbox to which they have access.

PLEASE PRINT LEGIBLY

#### IV. ELECTRONIC TRANSMISSION ACKNOWLEDGEMENT

##### The client sending and receiving data will:

Maintain adequate security procedures to prevent unauthorized access to data, data transmissions, security access codes, backup files or source documents. Maintain complete accurate and unaltered copies of all Source Documents from all Data Transmissions for no less than six (6) years. Provide information, documents and other cooperation necessary to assist BlueCross BlueShield of Tennessee in research as it pertains to problem resolution. Hold BlueCross BlueShield of Tennessee harmless from any and all claims, actions, damages, liabilities, cost, or expenses, including, without limitation, reasonable attorneys' fees, arising out of any act or omission of performance by provider, provider's employees or business associates. Understand It is the provider's responsibility to obtain and review all electronic reports to ensure proper receipt of claims by BlueCross BlueShield of Tennessee. An electronic control number (ECTN) is issued for each EDI claim received and serves as the receipt confirmation. Understand it is the provider and submitter's responsibility to retrieve the BlueCross BlueShield of Tennessee 277CA files and review them for any claims rejections needing to be corrected and resubmitted. Understand that any assigned individual User IDs should not be shared, should be used only by that individual. **HTTPS Protocol (Individual Account) should not be hard-coded into any system or script.** Provider's User ID and password serves as their electronic signature and the provider will be liable for improper sharing including any illegal acts when using password. User ID and password are not part of the provider's capital property and should not be given to the new owner of that operation. A new owner must obtain their own User ID and password.

Please sign indicating your acceptance of the Electronic Transmission Acknowledgement.

Name (Please Print): \_\_\_\_\_ Position: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Required)

All information contained in this profile will remain in effect unless otherwise notified.

Please fax to: (423) 535-7523,

Or

Email: eBusiness\_sysconfig@bcbst.com

##### Mail to:

**BlueCross BlueShield of Tennessee**  
**Attn: Provider Record Maintenance**  
**1 Cameron Hill Circle, Ste 0007**  
**Chattanooga, TN 37402-0007**