

BCBSNC Electronic Funds Transfer (EFT)

Why Electronic Funds Transfer (EFT)?

EFT offers several benefits for providers:

- Quicker access to funds - electronic payments are deposited into to the provider's bank account before paper checks are received.
- Provides electronic traceability.
- Cash flow efficiency – electronic deposits allow predictability of date payment is received.
- Lost, stolen or damaged checks from conventional mail is removed.
- Saves administrative time and costs – opening envelopes, endorsing checks, preparing deposits and trips to the bank are eliminated.
- Lockbox fees could be eliminated.
- Direct deposits are made to a bank account designated by the provider and maintained exclusively by the provider through **Blue e**. The provider portal allows the user to make changes online to the financial information (bank account and routing numbers) when needed.
- BCBSNC will not take any recoupments from the provider's account.
- A paperless systems helps to preserve environmental resources.

Register your EFT on Blue e

Note: If the practice is not registered for **Blue e**:

Step 1: Sign up for **Blue e** using this link:

<https://providers.bcbsnc.com/providers/interactiveAgreement.faces>.

Step 2: Complete the form and submit it online. Be sure to check the box for ADD ELECTRONIC FUNDS TRANSFER TO THIS ENTITY.

Step 3: Once access is granted to **Blue e**, Continue to the **Blue e** Guide for EFT set up.

Blue e Guide for EFT Set Up

Information for Your Blue e Administrator

Each practice registered with **Blue e** appoints an Electronic Funds Transfer (EFT) Administrator for their entity. If the EFT Administrator has an existing user ID in **Blue e** for patient related functions, a separate user ID is required for EFT functions. If the **Blue e** Administrator does not see EFTFULL to select as a role, contact the Electronic Solutions Help Desk at 1-888-333-8594 for assistance. If you have EFTFULL, proceed to:

Step 1: Assign the EFT Administrator a User Id with the role of EFTFULL.

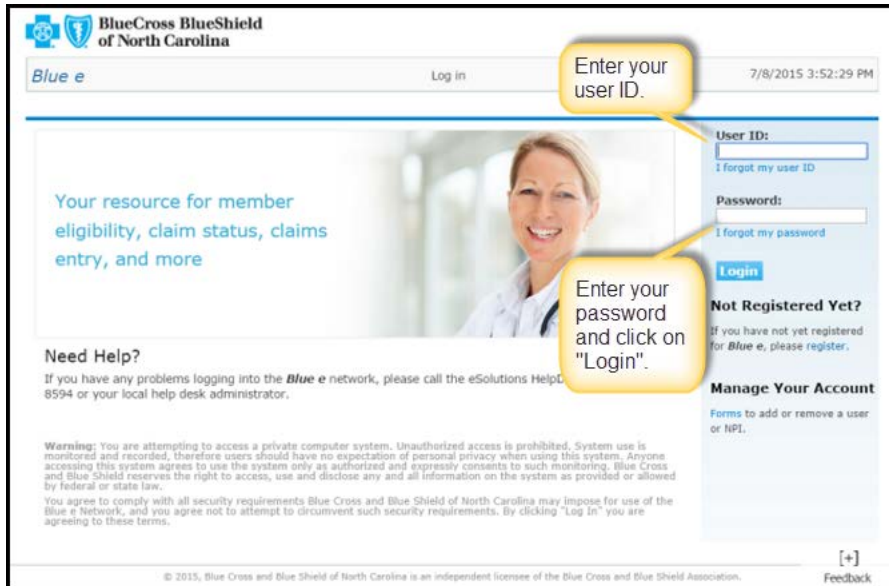
Step 2: Provide the EFT User ID and temporary password to the EFT Administrator.

Step 3: The EFT Administrator will continue with setting up EFT.

Information for Your EFT Administrator

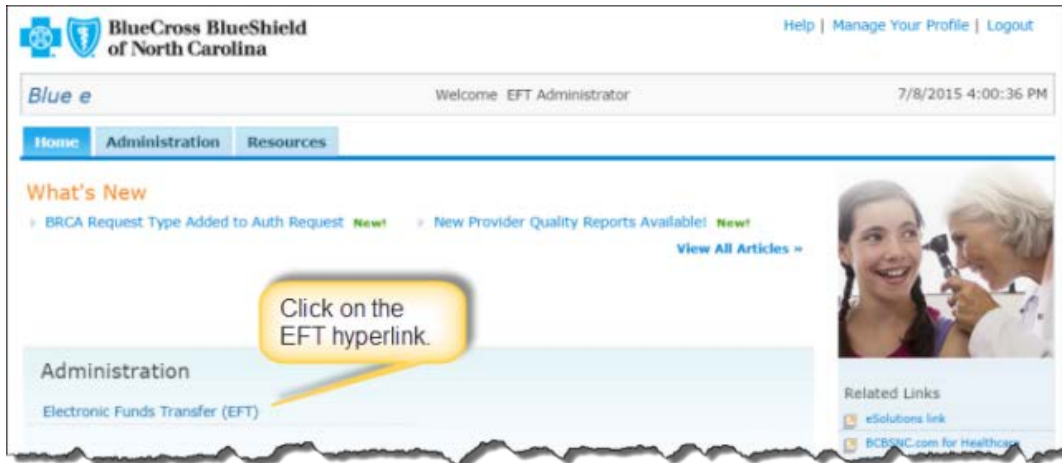
The practice **Blue e** Administrator has provided a **Blue e** user ID, with the EFTFULL user role and a temporary password used to log into **Blue e**.

Step 1: Log into Blue at this link: <https://providers.bcbsnc.com/providers/login.faces> with the user ID and temporary password.

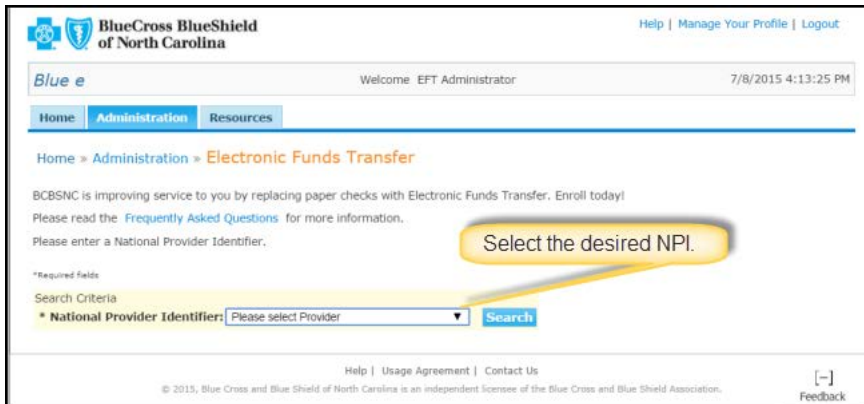


The screenshot shows the Blue e login page. At the top left is the BlueCross BlueShield of North Carolina logo. Below it is the text "Blue e" and "Log in". The date and time "7/8/2015 3:52:29 PM" are displayed in the top right. The main content area features a banner with a smiling woman and the text "Your resource for member eligibility, claim status, claims entry, and more". Below the banner is a "Need Help?" section with contact information. A "Warning" section is at the bottom left. On the right side, there is a login form with fields for "User ID:" and "Password:", each with a "I forgot my..." link. A "Login" button is below the password field. Below the login form is a "Not Registered Yet?" section with a registration link, and a "Manage Your Account" section with a link to "Forms to add or remove a user or NPI.". At the bottom right, there is a "[+]" icon and a "Feedback" link. Two yellow callout boxes are overlaid on the page: one pointing to the "User ID:" field with the text "Enter your user ID." and another pointing to the "Password:" field with the text "Enter your password and click on 'Login'."

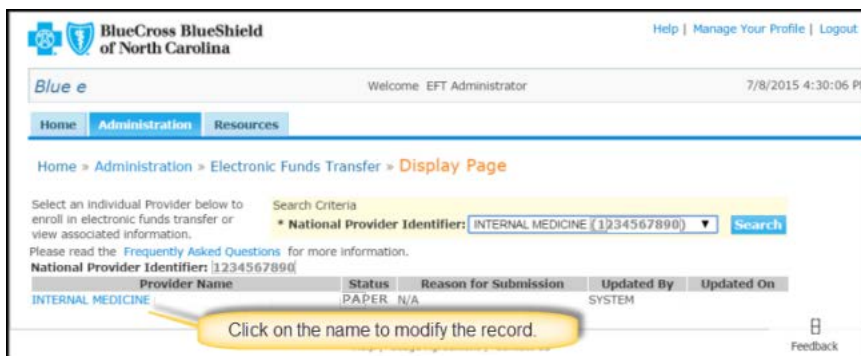
Step 2: After logging in, the **Blue e** home page appears, Click on EFT transaction hyperlink.



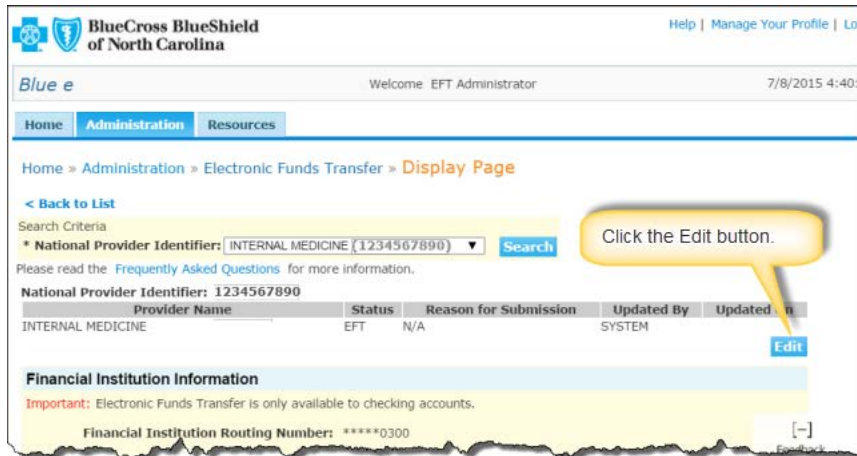
Step 3: The Electronic Funds Transfer page opens, select the National Provider Identifier (NPI) desired for EFT set up and click the search button.



Step 4: A display page for this NPI opens, the provider name should be in Blue font, click on the provider name (hyperlink) to open the record for this NPI.



Step 5: The screen below appears, click the Edit button to modify the record. The status will be Paper if EFT has never been set up.



Blue e Welcome EFT Administrator 7/8/2015 4:40:00

Home Administration Resources

Home » Administration » Electronic Funds Transfer » **Display Page**

< Back to List

Search Criteria
 * National Provider Identifier: INTERNAL MEDICINE (1234567890) Search

Please read the [Frequently Asked Questions](#) for more information.

National Provider Identifier: 1234567890

Provider Name	Status	Reason for Submission	Updated By	Updated On
INTERNAL MEDICINE	EFT	N/A	SYSTEM	

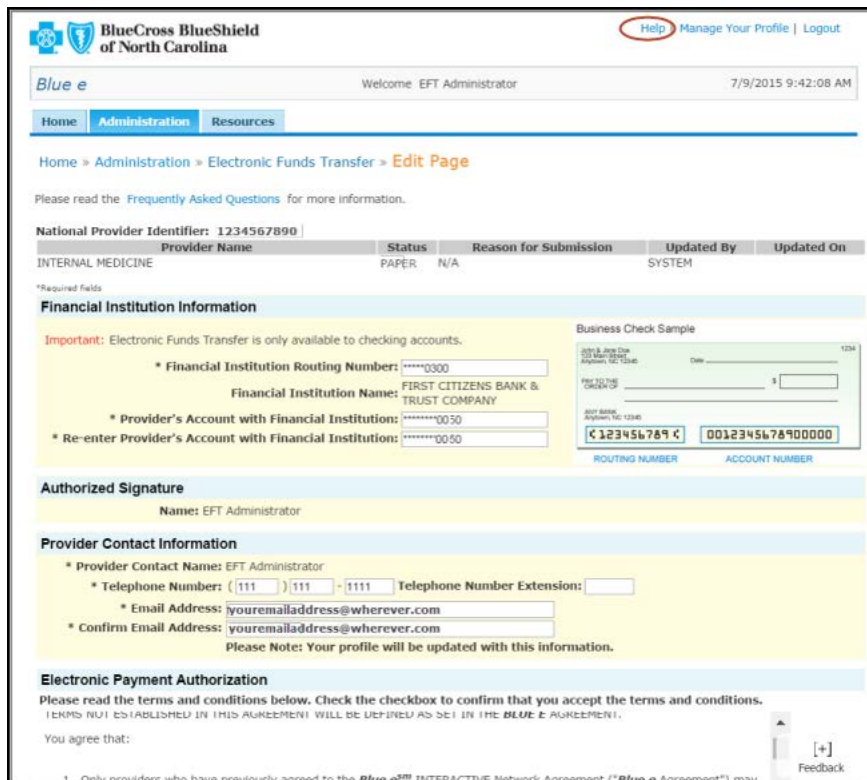
Financial Institution Information

Important: Electronic Funds Transfer is only available to checking accounts.

Financial Institution Routing Number: *****0300

Step 6: Complete all required fields - all fields with an asterisk*. The bank name will appear automatically, based on a verification of the routing number.

- If the name does not come up, verify the bank routing number by calling your bank or looking up online.
- Do not use a deposit slip to get bank account or routing number.
- For additional information, click on the Help hyperlink in the top right corner of each page if needed.



Blue e Welcome EFT Administrator 7/9/2015 9:42:08 AM

Home Administration Resources

Home » Administration » Electronic Funds Transfer » **Edit Page**

Please read the [Frequently Asked Questions](#) for more information.

National Provider Identifier: 1234567890

Provider Name	Status	Reason for Submission	Updated By	Updated On
INTERNAL MEDICINE	PAPER	N/A	SYSTEM	

*Required fields

Financial Institution Information

Important: Electronic Funds Transfer is only available to checking accounts.

* Financial Institution Routing Number: *****0300

Financial Institution Name: FIRST CITIZENS BANK & TRUST COMPANY

* Provider's Account with Financial Institution: *****0050

* Re-enter Provider's Account with Financial Institution: *****0050

Business Check Sample

Routing Number: 123456789 Account Number: 0012345678900000

Authorized Signature
Name: EFT Administrator

Provider Contact Information

* Provider Contact Name: EFT Administrator

* Telephone Number: (111) 111-1111 Telephone Number Extension: []

* Email Address: youremailaddress@wherever.com

* Confirm Email Address: youremailaddress@wherever.com

Please Note: Your profile will be updated with this information.

Electronic Payment Authorization

Please read the terms and conditions below. Check the checkbox to confirm that you accept the terms and conditions.
 TERMS NOT ESTABLISHED IN THIS AGREEMENT WILL BE DEFINED AS SET IN THE BLUE e AGREEMENT.

You agree that:

1. Only providers who have previously agreed to the Blue eSM INTERACTIVE Network Agreement ("Blue e Agreement") may

Step 7: Read and accept the Terms and Conditions by clicking on the checkbox and continue button.

Provider Contact Information

* Provider Contact Name: EFT Administrator
 * Telephone Number: (111) 111-1111 Telephone Number Extension:
 * Email Address: youremailaddress@yourpractice.com
 * Confirm Email Address: youremailaddress@yourpractice.com
 Please Note: Your profile will be updated with this information.

Electronic Payment Authorization

Please read the terms and conditions below. Check the checkbox to confirm that you accept the terms and conditions.
TERMS NOT ESTABLISHED IN THIS AGREEMENT WILL BE DEFINED AS SET IN THE BLUE e AGREEMENT.

You agree that:

- Only providers who have previously agreed to the **Blue eSM** INTERACTIVE Network Agreement ("**Blue e** Agreement") may access an Electronic Funds Transfer account through this website (hereinafter referred to as the "EFT Service").

I accept these terms and conditions

[Cancel](#) [Remove From EFT](#) "Remove" button displays only if the record is already set up for EFT. [Continue](#)

Help | Usage Agreement | Contact Us

Feedback

Step 8: The confirmation page will appear with the changes you have made, review it and click the confirm button.

[Help](#) | [Manage Your Profile](#)

Blue e Welcome EFT Administrator 7/9/2018

[Home](#) [Administration](#) [Resources](#)

Home » Administration » Electronic Funds Transfer » **Confirmation Page**

Please review the information you have entered. Click on Confirm to continue or Edit to return to the input page.

Please read the [Frequently Asked Questions](#) for more information.

National Provider Identifier: 1234567890

Provider Name	Status	Reason for Submission	Updated By	Updated On
INTERNAL MEDICINE	EFT	N/A	SYSTEM	

Financial Institution Information

Important: Electronic Funds Transfer is only available to checking accounts.

Financial Institution Routing Number: 00011222333
 Financial Institution Name: BANK, NA
 Provider's Account with Financial Institution: 000114150

Authorized Signature

Name: Your Name Here

Provider Contact Information

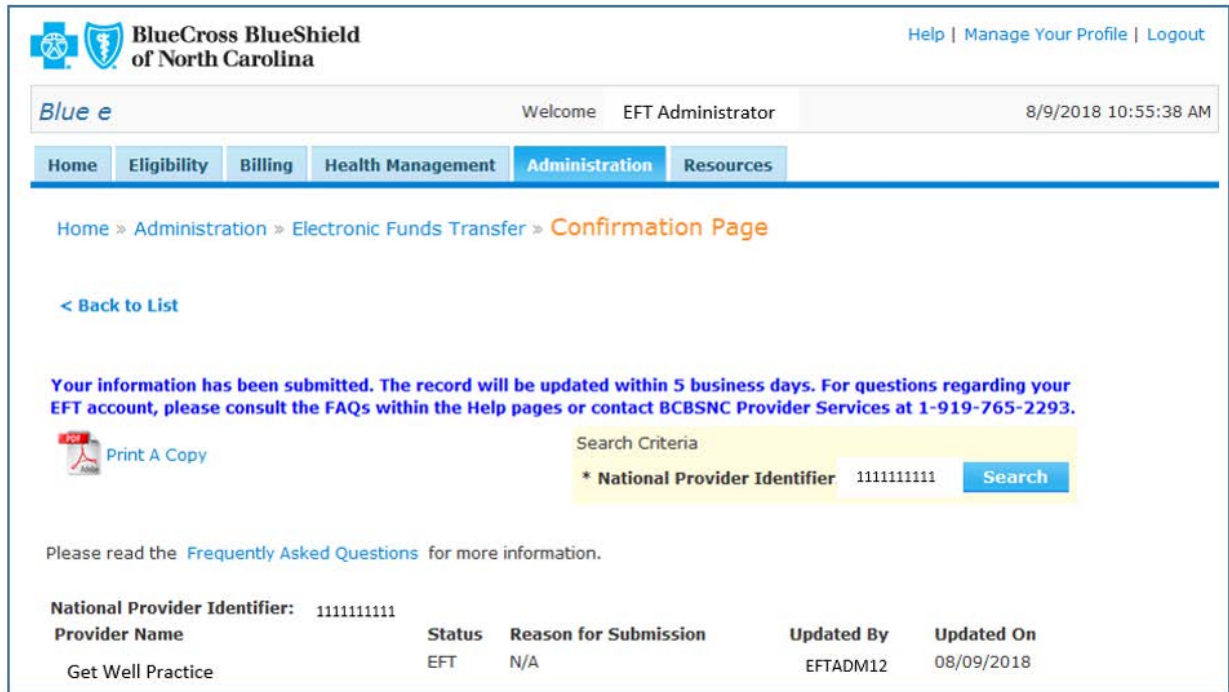
Provider Contact Name: Your Name Here
 Telephone Number: 111-111-1111 Telephone Number Extension:
 Email Address: youremailaddress@practice.com

[Cancel](#) [Edit](#) Confirm

Help | Usage Agreement | Contact Us

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Step 9: Ensure you see the confirmation message. You should receive an email confirming the EFT registration. Your record is updated in 3-5 business days.



The screenshot shows the Blue e user interface. At the top, there is a navigation bar with the BlueCross BlueShield of North Carolina logo and the text "Blue e". To the right of the logo, there are links for "Help | Manage Your Profile | Logout". Below the logo, a welcome message reads "Welcome EFT Administrator" followed by the date and time "8/9/2018 10:55:38 AM". A horizontal menu contains tabs for "Home", "Eligibility", "Billing", "Health Management", "Administration" (which is highlighted), and "Resources". Below the menu, a breadcrumb trail shows "Home > Administration > Electronic Funds Transfer > Confirmation Page". A link "< Back to List" is present. A central message states: "Your information has been submitted. The record will be updated within 5 business days. For questions regarding your EFT account, please consult the FAQs within the Help pages or contact BCBSNC Provider Services at 1-919-765-2293." Below this message is a "Print A Copy" button and a search box labeled "Search Criteria" containing the text "* National Provider Identifier 1111111111" and a "Search" button. A note says "Please read the Frequently Asked Questions for more information." At the bottom, a table displays the submitted information:

Provider Name	Status	Reason for Submission	Updated By	Updated On
Get Well Practice	EFT	N/A	EFTADM12	08/09/2018

Any questions regarding registering for **Blue e** or setting up EFT using the instructions provided, please contact the Electronic Solutions Help Desk at 1-888-333-8594.