

## Automated 835 Electronic Remittance Advice Enrollment Instructions and Frequently Asked Questions

The 835 Health Care Electronic Remittance Advice (ERA) enrollment enables providers or other entities to request a Health Insurance Portability and Accountability Act (HIPAA) X12N 835 version 5010A1 electronic remittance advice transaction from Florida Blue. This is completed through the Availity<sup>®</sup>1 Health Information Network. It may also be used to add or remove providers or update existing information.

**All enrollments must be completed through the Availity Health Information Network.** The tool allows users to initiate enrollment for multiple payers and transactions, act on outstanding enrollment tasks, and determine the status of the enrollments at a glance.

### To successfully complete the online 835 ERA enrollment the user must have:

1. The Availity Transaction Enrollment or Availity Administrator role for the organization. If you are not assigned the appropriate role, a message will be displayed to convey this. Your administrator can assign the Transaction Enrollment role to you.
2. An Availity account with the organization that will be retrieving the 835 ERA data. If your organization is not currently registered with Availity, you will need to visit [Availity.com](https://www.availity.com) and click on the *Register now* box. Complete the application. Once the application is approved, a temporary password will be sent within seven business days.

**Note:** Providers must register their National Provider Identifier (NPI) with Florida Blue prior to online enrollment. The form is available on our website, [FloridaBlue.com](https://www.floridablue.com), under *For Providers, Tools & Resources, Forms*.

**After logging into Availity, the user may access the online 835 ERA enrollment through the Availity Enrollment Center.** This is located under the *My Providers* dropdown link on the Availity home page. On the *Enrollment Center* page, the user may access the *Transaction Enrollment* page and move forward with the enrollment or their information update.

For a video walkthrough of how to complete an enrollment submission, you can access a training video from the Availity homepage. On the upper right corner of the home page, you will see the *Help & Training* dropdown. Click *Get Trained* which will then display a dashboard. In the upper right corner, there is a *Search* box, type *Transaction Enrollment* and enter. The Training Demo *Transaction Enrollment* will show the information needed and where to enter the data to assist with enrollment.

### Note to all registrants:

1. All registrants will be asked to electronically accept Terms and Agreements acknowledging responsibility for the assignment of the 835 ERA delivery.
2. Modifying existing information such as name, tax identification number, or deleting a provider cannot be completed online.
3. Once the set-up is complete, the 835 ERA will be generated on the next claim payment cycle for the specified provider. This can take up to two weeks to update.

4. The provider will continue to receive their paper remittance advice until a request to discontinue paper remittances is created by the provider's office staff.

### Note to providers:

If you wish to receive 835 remittances through a third-party vendor (such as a clearinghouse or billing service), you must have your third-party vendor log into the Availity Health Information Network and complete your organization's enrollment. They will need your payee tax ID and payee Florida Blue provider number to complete the enrollment. Your third-party vendor will be asked to accept a Terms and Agreement acknowledging responsibility for the assignment of the 835 ERA delivery.

## Frequently Asked Questions

### 1. What information do I need to successfully register for an 835 ERA?

Using the Availity Health Information Network, enter your payee tax ID. A drop-down box showing the corresponding Florida Blue (Blue Cross and Blue Shield of Florida, Inc.) payee provider number(s) will appear. You need to determine which provider number(s) you wish to register for receiving electronic remittances. It is also important to log on with the correct Availity Genkey/Customer ID (for more on Genkey/Customer ID, see the following question.)

### 2. What is a Genkey and why is it important?

When a user registers with the Availity Health Information Network, a Genkey (also known as a Customer ID) is created as an *electronic address*, much like your PO Box or billing address for paper mail. When a user registers for a Florida Blue 835 electronic remittance, we record the Genkey/Customer ID from the user, and subsequently send all the 835 electronic remittance data to that electronic address. Therefore, it is important to log into the desired Availity account when performing an enrollment.

To find your Genkey/Customer ID, log into the Availity Health Information Network and choose the *Who Controls my Access* function on the Availity menu bar. If you still have questions regarding your Genkey/Customer ID, call Availity at 1-800-282-4548.

### 3. What if I made a mistake and registered my 835 to go to the wrong Genkey?

You must log on to the correct Genkey and repeat the process outlined in question 1. After completing the electronic enrollment process, choose the *Update* option and the enrollment will reflect your changes.

### 4. How should I coordinate sending my electronic remittances when I use a billing service or clearinghouse?

Your billing service or clearinghouse must log on to Availity under their Genkey/Customer ID and complete the enrollment for you. Be prepared to provide them with your billing tax ID, NPI and your Florida Blue payee provider number. Your billing service or clearinghouse will be asked to sign the Terms and Agreement to accept responsibility only for your tax ID for the purposes of 835 ERA data.

### 5. When I entered my tax ID, I received an error stating no Florida Blue provider numbers were associated to that ID. What does this mean?

It is possible there was a keying error when the tax ID was entered, or your tax ID has not yet been entered into our systems as a recognized billing entity. If you are in the process of credentialing with Florida Blue, the credentialing process must be completed prior to your 835 ERA enrollment. You may contact the Provider Contact Center at 1-800-727-2227 (Option 2) to determine if your tax ID has been entered into our systems.

**6. There are several doctors in my office, but we bill Florida Blue under an incorporated tax ID with a corresponding NPI number for our PA Group. Must I register each doctor to receive an 835 electronic remittance?**

No. When you register a tax ID with its corresponding Florida Blue payee provider number, the enrollment will serve for each provider that practices as a member of your PA group.

**7. When will I need to register an individual provider?**

You will need to register an individual provider only if you desire an 835 ERA for a provider who does not belong to a PA Group, or if a provider practices apart from the PA Group as a separate billing entity. Registering an individual provider for an 835 ERA should be infrequent.

**8. I do not recognize my Florida Blue payee provider number from the drop-down box after I entered my tax ID. How do I find out what my correct Florida Blue payee provider number is?**

If you need assistance determining your correct provider number, contact the Provider Contact Center at 1-800-727-2227 (Option 2).

**9. I successfully completed my enrollment. How long will it be before I receive my first 835 ERA?**

Generally, your first 835 ERA will be created and sent the week following completion of the enrollment process provided you have received electronic or paper payments.

**10. I completed my enrollment a couple of weeks ago, but have not received 835 ERAs yet. Why?**

Your 835 ERA enrollment may not have been completed in time to match the following billing cycle. However, if you do not see your first remittance advice after two weeks of enrollment (and you have received electronic or paper payments during that period), please call Availity at 1-800-282-4548. They will open a ticket and if necessary, route it to Florida Blue for research.

<sup>1</sup>Availity LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](http://availity.com)