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 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](https://providers.bcbsnc.com/providers/login.faces) with the user ID and temporary password.

![Login Screen](image.png)

**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 setup 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.
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.

Step 7: Read and accept the Terms and Conditions by clicking on the checkbox and continue button.
Step 8: The confirmation page will appear with the changes you have made, review it and click the confirm button.
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.

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.