

EnrollSafe/EFT enrollment portal

Effective November 1, 2021, EnrollSafe* replaces CAQH Enrollhub as the electronic funds transfer (EFT) enrollment portal for providers. Log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT.

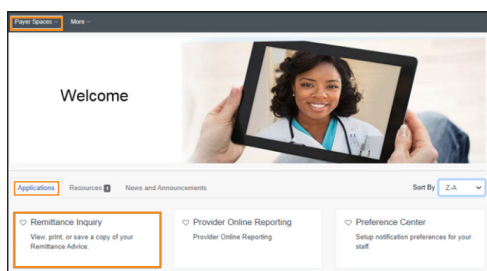


Log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT. Once you have completed registration, you'll be directed through the EnrollSafe secure portal to the enrollment page, where you'll provide the required information to receive direct payment deposits. If you're already enrolled in EFT through CAQH Enrollhub, no action is needed unless you are making changes. Your EFT enrollment information will not change as a result of the new enrollment hub.

Electronic remittance advice (ERA) makes reconciling your EFT payment easy and paper-free.

Using the digital ERA is the best way to reconcile your deposits securely and safely. You'll be issued a trace number with your EFT deposit that matches up with your ERA on Availity.*

You can view or download a copy of the Remittance Advice under Payer Spaces > Applications > Remittance Inquiry tool.



Electronic Remittance Advices (ERAs) are made available through Availity or through your clearinghouse or billing service.

* EnrollSafe is an independent company providing electronic funds transfer (EFT) services on behalf of Amerigroup Community Care. Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Community Care.

Amerigroup Community Care complies with the applicable federal and state civil rights laws, rules, and regulations and does not discriminate against members or participants in the provision of services on the basis of race, color, national origin, religion, sex, age, or disability. If a member or a participant needs language, communication, or disability assistance or to report a discrimination complaint, call 800-454-3730. Information about the civil rights laws can be found at tn.gov/tenncare/members-applicants/civil-rights-compliance.html.

Coverage provided by Amerigroup Inc.

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Need help? Use the Provider Chat

Get answers to your questions about eligibility, benefits, authorizations, claims status, and more!

- Log in to Availity (availity.com) and select Amerigroup Community Care from the *Payer Spaces* drop down.
- From the Payer Spaces Applications tab, select **Chat with Payer**.
- Complete the pre-chat form to start your chat experience.

Live webinars are available on availity.com.

Organization administrators

- Resources and tips for new administrators
- Navigating the *Attachments Dashboard* and *Workflow Options*

New users:

- Use Availity Portal to submit professional claims
- Service providers not required to have an NPI

For a complete listing of live webinars please go to availity.com > Help & Training > Get Trained.

Contact information:

- Email — support@payeehub.org
- Phone — **877-882-0384**, from 9 a.m. to 8 p.m. Eastern time (except public and/or bank holidays)