

PROVIDER QUICK POINTS

PROVIDER INFORMATION



November 25, 2020

Changes to Electronic Funds Transfer Processes

NOTE: Provider QuickPoint 112-20, published on 11/25/20, was revised on 02/08/23. Please see QP112R1-20.

In an effort to further ensure the safety and accuracy of provider's bank account and routing information, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) is changing the processes to request new Electronic Funds Transfer (EFT) set up and to request updates to existing EFT information.

Changes to the Process

- The form to request EFT changes has been updated to require the old banking information. If the old banking information field is not completed, or the provider does not use the new form, the request will be sent back to the provider to correct.
- Blue Cross has engaged a vendor to ensure the accuracy of the request. If discrepancies are identified between the request submitted by the provider and the verification from the bank, the form will be returned to the provider to provide the correct information.
- Effective December 1, 2020 the form to request EFT changes will be removed from the Blue Cross website and will only be accessible in "Payer Spaces Resources" on the Availity portal.
 - Providers should log in or register with Availity (www.Availity.com) to access Blue Cross Blue Shield Minnesota Payer Spaces
 - The new form is located under the Resources tab in Payer Spaces
 - The form is titled "NEW- Electronic Funds Transfer (EFT) Form"

Products Impacted

This applies to all lines of business.

Questions?

If you have questions for a member enrolled in a Minnesota Health Care Programs (MHCP) plan, please contact provider services at **1-866-518-8448**. Please contact provider services at **(651) 662-5200** or **1-800-262-0820** for all other questions.