

We are here!



Healthy Blue

Healthy Blue wants to grow and strengthen our relationships with you, our provider partners.

We are looking for more ways to keep you in the loop and to work collaboratively with you, as needed, to ensure that you receive the necessary assistance and maintain satisfaction with Healthy Blue. We would be happy to schedule a call with you to discuss any concerns, questions or needs.

Have questions?

Your Healthy Blue Network Relations consultant is here to assist you:

Barbara Wheeler

- Email: Barbara.Wheeler@healthybluemo.com
- Phone: 1-573-318-1591



Provider and Member Services

- Phone: 1-833-405-9086

Demographic changes

- Phone: 1-833-405-9086
- Email: MOProviderOperations@healthybluemo.com

Contracting inquiries

- Email: MOMedicaidNetworkManagement@healthybluemo.com

Precertification/inpatient admissions

- Online: <https://www.availity.com>*
- Healthy Blue Provider Services: 1-833-405-9086
- AIM Specialty Health,* 1-855-574-6479

EDI Solutions Helpdesk

- Phone: 1-800-590-5745

New public website

- Online: <https://provider.healthybluemo.com>

New secure portal

- Online: <https://www.availity.com>

Electronic payment enrollment – CAQH

- Online: <https://www.caqh.org/solutions/enrollhub>

Electronic payment services – ERA/EFT

- Online: <https://apps.availity.com/web/welcome/#/edi>

Claims payment dispute and appeal

(date of service on or after January 1, 2021)

- Phone: 1-833-405-9086
- Online: <https://www.availity.com>
- Mail: Payment Dispute Unit or Provider Appeals Unit
P.O. Box 6159
Virginia Beach, VA 23466-1599

Claims submission

(date of service on or after January 1, 2021)

- Availity: <https://www.availity.com>
- EDI submissions: Healthy Blue payer ID # 00541
- Paper: Healthy Blue Claims
P.O. Box 61010
Virginia Beach, VA 23466-1010

* Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue. AIM Specialty Health is an independent company providing some utilization review services on behalf of Healthy Blue.

Healthy Blue is a Medicaid product offered by Missouri Care, Inc., a MO HealthNet Managed Care health plan contracting with the Missouri Department of Social Services. Healthy Blue is administered statewide by Missouri Care, Inc. and administered in the Kansas City service region by Missouri Care, Inc. in cooperation with Blue Cross and Blue Shield of Kansas City. Missouri Care, Inc. and Blue Cross and Blue Shield of Kansas City are both independent licensees of the Blue Cross and Blue Shield Association.

Get your payments faster when you sign up for electronic funds transfer

This communication applies to the Medicaid and Medicare Advantage programs for Healthy Blue.

Effective **November 1, 2021**, EnrollSafe will replace CAQH Enrollhub[®] as the electronic funds transfer (EFT) enrollment website for Healthy Blue providers. As of November 1, 2021, CAQH Enrollhub will no longer offer EFT enrollment to new users.

When you sign up for EFT through <https://enrollsafe.payeehub.org>, the new enrollment website, you'll receive your payments up to seven days sooner than through the paper check method. Not only is receiving your payment more convenient, so is signing up for EFT. What's more, it's easier to reconcile your direct deposits.

EnrollSafe is safe, secure and available 24-hours a day

Beginning November 1, 2021, log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT. 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.

Already enrolled in EFT through CAQH Enrollhub?

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.

If you have changes to make, after October 31, 2021, use <https://enrollsafe.payeehub.org> to update your account.

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

Now that you are enrolled in EFT, using the digital ERA is the very best way to reconcile your deposit. You'll be issued a trace number with your EFT deposit that matches up with your ERA on the Availity* Portal. To access the ERA, log onto <https://www.availity.com> and use the **Claims and Payments** tab. Select **Send and Receive EDI Files**, then select **Received Files Folder**. When using a clearinghouse or billing service, they will supply the 835 ERA for you. You also have the option to view or download a copy of the *Remittance Advice* through the Remittance Inquiry app.

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<https://provider.healthybluemo.com> | <https://medicareprovider.healthybluemo.com>

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You're invited!

MO HealthNet Managed Care (Medicaid)

Provider website training and refresher

Are you a new provider or need a Healthy Blue website refresher? Attend an upcoming virtual provider website training. Learn about frequently used forms, provider manuals, guides, and more.

Our Missouri Provider Experience team will lead monthly reoccurring interactive training sessions the second Wednesday of each month from 12:30 to 1 p.m.

To register, please send an email to MoProviderTraining@healthybluemo.com with the required info at least 48 hours prior to the scheduled session.

Required info:

- Facility name
- Attendee name
- Attendee email address
- Facility tax ID number
- Any questions you would like addressed about the website

Anyone wishing to attend one of the provider training sessions must register in advance. A separate registration is required from each attendee.

If you have any questions, please contact your Provider Experience consultant.



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