



## Frequently Asked Questions

### Electronic Remittance (835) Set-up

**Q: How do I sign up for Electronic Remittance (835)?**

**A:** Contact Administrative Services of Kansas (ASK) to have the electronic remittance (835) set up with ASK at 1-800-472-6481 or email ASK at [askedi@ask-edi.com](mailto:askedi@ask-edi.com). You will receive a confirmation letter from ASK that the 835 Electronic remittance has been set up.

**Q: What is Blue KC's Payor ID?**

**A:** 47171 for all lines of business and products coming to Blue KC.

**Note:** However, please use the payor ID published by your clearinghouse that identifies Blue KC as payor.

**Q: How do I check the status of my group's 835 request?**

**A:** You may check the status of your 835 request by following up directly with ASK.

**Q: Who should I contact if my electronic remittance advice is missing?**

**A:** If your ERA is missing, please contact ASK for assistance.

**Q: How long does it take for my 835 request to be processed and set up?**

**A:** Please allow 5-7 business days from the time your clearinghouse submits your request.

**Q: If I have any changes to my information/setup on the 835, who do I notify?**

**A:** Changes to information on your 835 should be immediately conveyed to ASK by calling 1-800-472-6481.



## Frequently Asked Questions

### Provider Electronic Funds Transfer Application Form (EFT)

**Q: How do I enroll for EFT?**

**A:** To enroll for EFT, go to [Providers.BlueKC.com](http://Providers.BlueKC.com), log in with your username and password and click on the section header toward the top, labeled “Forms.” After selecting “Forms”, select “Provider Electronic Funds Transfer Application Form (EFT)”. Please complete the form.

There are three ways the EFT form can be submitted to Blue KC:

- The EFT form can be completed online by clicking on the submit button.
- The EFT form can be completed online, printed and emailed to [provider\\_eft@BlueKC.com](mailto:provider_eft@BlueKC.com).
- The EFT form can be printed and faxed to 816-995-1592.

**Q: How do I check on the status of my EFT application, and who do I contact if I discover my EFT transaction has not been transmitted to my banking institution?**

**A:** Questions can be emailed to [provider\\_eft@BlueKC.com](mailto:provider_eft@BlueKC.com)

**Q: How do I change my EFT?**

**A:** To change my EFT enrollment data, go to [Providers.BlueKC.com](http://Providers.BlueKC.com), log in with your username and password and click on the section header toward the top, labeled “Forms.” After selecting “Forms”, select “Provider Electronic Funds Transfer Application Form (EFT)”. As you fill out and complete the form again, a check mark or ‘x’ should be placed in the “Change Enrollment” field found on the form under “Reason for Submission.” Then, submit the EFT form to Blue KC using one of three ways:

- The EFT form can be completed online by clicking on the submit button.
- The EFT form can be completed online, printed and emailed to [provider\\_eft@BlueKC.com](mailto:provider_eft@BlueKC.com).
- The EFT form can be printed and faxed to 816-995-1592.



## Frequently Asked Questions

### Electronic Funds Transfer (EFT) Authorization Agreement Form Setup

#### **Q: How do I cancel my EFT?**

**A:** To cancel my EFT enrollment, go to [Providers.BlueKC.com](http://Providers.BlueKC.com), log in with your username and password and click on the section header toward the top, labeled “Forms.” After selecting “Forms”, select “Provider Electronic Funds Transfer Application Form (EFT)”. As you fill out and complete the form again, a check mark or ‘x’ should be placed in the “Cancel Enrollment” field found on the form under “Reason for Submission.” Then, submit the EFT form to Blue KC using one of three ways:

- The EFT form can be completed online by clicking on the submit button.
- The EFT form can be completed online, printed and emailed to [provider\\_eft@BlueKC.com](mailto:provider_eft@BlueKC.com).
- The EFT form can be printed and faxed to 816-995-1592.

#### **Q: How long does it take for EFT setup or cancellation?**

**A:** Please allow 10 business days for EFT setup.