

# 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.



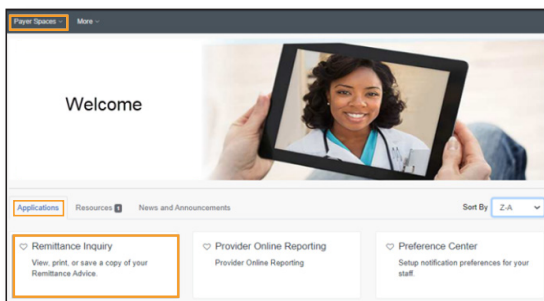
Log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT. Once you have completed registration, you'll be directed through

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.



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 Dell Children's Health Plan. Availity, LLC is an independent company providing administrative support services on behalf of Dell Children's Health Plan.

## 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](https://www.availity.com)) and select Dell Children's Health Plan 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](https://www.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](https://www.availity.com) > Help & Training > Get Trained.

## Contact information:

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

## Healthy Rewards incentive chart (cont.)

(does not apply to CHIP Perinate members)

Program	For pregnant or new mothers	Ages	Reward	Limit
STAR and CHIP	Prenatal checkup	—	\$25	Complete a prenatal checkup in the first trimester or within 42 days of enrollment with Dell Children's Health Plan
	Postpartum checkup	—	\$50	Complete a postpartum checkup 7-84 days after giving birth
Program	For patients with diabetes	Ages	Reward	Limit
STAR	Eye exam — retinopathy exam	18-75 years	\$20	Once every 12 months
	Blood sugar test (A1C)	18 years or older	\$20	Once every 6 months
	Blood sugar (HbA1c) < 8	18 years or older	\$20	Once every 6 months
Program	For cardiac patients	Ages	Reward	Limit
STAR	Cholesterol test	Age 21 or older	\$20	Once every 12 months
Program	For adults	Ages	Reward	Limit
STAR	Flu vaccination	18 years or older	\$20	Once every 12 months
Program	For behavioral health patients	Ages	Reward	Limit
STAR and CHIP	Follow-Up after Hospitalization for Mental Illness (FUH)	—	\$20	Members who complete a follow-up outpatient visit with a mental health provider within 7 days of discharge from the hospital for a mental health stay, up to 4 times per year
	Follow-up care for children prescribed adhd medication (ADD)	6-12 years of age	\$20	Newly diagnosed members with ADHD who have a follow-up visit with their prescribing provider within 30 days after starting their medication treatment

Please remind your patients about our Healthy Rewards program at their next office visit. Patients can learn more about the Healthy Rewards program by calling 1-877-831-3861 (TTY 711) or visiting us online at [www.dellchildrenshealthplan.com/HealthyRewards](http://www.dellchildrenshealthplan.com/HealthyRewards).