



An Anthem Company

## NEW YORK Provider Communications

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### Digital transactions cut administrative tasks in half

Published: Nov 1, 2020 - Administrative

#### **Introducing the Empire Provider Digital Engagement Supplement to the provider manual**

Using our secure provider portal or EDI submissions (via Availity), administrative tasks can be reduced by more than fifty percent when filing claims with or without attachments, checking statuses, verifying eligibility, benefits and when submitting prior authorizations electronically. In addition, it could not be easier. Through self-service functions, you can accomplish digital transactions all at one time, all in one place. If you are not already registered via the [Availity EDI website](#) or the secure [Provider Portal via Availity](#).

#### **Get payments faster**

By eliminating paper checks, Electronic Funds Transfer (EFT) is a digital payment solution that deposits payments directly into your account. It is safe, secure and you can receive payments faster. Electronic remittance advice (ERA) is completely searchable and downloadable from the secure provider portal or the EDI 835 remittance, which meets all HIPAA mandates - eliminating the need for paper remittances.

#### **Member IDs go digital**

Empire BlueCross BlueShield ("Empire") members are transitioning to digital member identification cards making it easier for them and you. The ID card is easily emailed directly to you for file upload, eliminating the need to scan or print. In addition, the new digital member ID card can be directly accessed through the secure provider portal via Availity. Providers should begin accepting the digital member ID cards when presented by the member.

#### **Empire makes going digital easy with the Provider Digital Engagement Supplement**

From our digital member identification cards to EDI transactions, APIs to Direct Data Entry, we cover it all in our [Provider Digital Engagement Supplement](#) to the Provider Manual and on our secure provider portal through [Availity](#). The Supplement outlines Empire provider expectations, processes and self-service tools across all electronic channels, including medical, dental, and vision benefits.

The Provider Digital Engagement Supplement to the provider manual is another example of how Empire is using digital technology to improve the health care experience. We are asking providers to go digital with Empire no later than January 1, 2021, so we can realize our mutual goals of reducing administrative burden and increasing provider satisfaction and collaboration. Read the [Digital Engagement Supplement now](#).

774-1120-PN-NY

**URL:** <https://providernews.empireblue.com/article/digital-transactions-cut-administrative-tasks-in-half-13>

**Featured In:**

November 2020 Empire Provider News

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