



Frequently asked questions about EFT registration through EnrollHub™

1. What is the CAQH EFT enrollment option?

EnrollHub™, a CAQH EFT/ERA Solution™, is a tool that enables physicians and other health care providers to sign up for electronic payments via electronic funds transfer (EFT) from multiple health plans or payers in one place, rather than enrolling individually with each payer. For a list of participating payers, visit CAQH.org.

2. What is CAQH?

CAQH is a nonprofit alliance that creates solutions to streamline health care business processes. The alliance is known for CAQH ProView™, formerly the Universal Provider Datasource®, a solution which facilitates data collection for credentialing and other administrative processes.

3. How can I enroll?

To get started, submit enrollment information through the CAQH website at <http://solutions.caqh.org>. CAQH verifies the information and then sends it to the participating payers you selected. You can monitor the status of your enrollment and make updates through the CAQH system.

4. What do I need to have available during sign-up?

You will need an Internet connection and web browser, plus the following:

- Practice/facility information – tax ID (TIN or EIN), national provider identifier (NPI), contact information and email address.
- Bank information – routing number, account number and a voided check or bank letter image.

5. Will CAQH send me payments from the health plans?

No. This is only an enrollment tool. Payments will continue to be made directly from Humana (or the appropriate payer), but these payments will be made electronically to the bank account(s) you indicated when signing up with EnrollHub.

6. If I sign up for EFT through EnrollHub, how will I receive my remittance advice?

You will receive it through a clearinghouse. You will be prompted to designate the clearinghouse that should receive your electronic remittance advice (ERA) following the EFT enrollment process.

7. What costs are associated with EnrollHub and EFT/ERA?

There's no fee to use EnrollHub. To determine if fees apply to your EFT/ERA transactions, check with your clearinghouse and financial institution.



8. How can I learn more?

For more information about the EnrollHub option, visit the CAQH website at www.caqh.org and look for the “EnrollHub” tab at the top of the page.

9. How can I get help with the CAQH tool?

You may send an email to efthelp@enrollhub.caqh.org or call the CAQH EFT Enrollment Help Desk toll-free at 1-844-815-9763. Assistance is available Monday through Thursday from 7 a.m. to 9 p.m. Eastern time and Friday from 7 a.m. to 7 p.m. Eastern time.

10. Are there other ways to set up electronic payments?

Yes. You may also enroll for EFT and ERA using Humana’s online enrollment tool. For more information, send an email to eBusiness@Humana.com.