

**Important Information for Our Health Care Provider Partners
Please Share this Bulletin with Your Billing Office**

To: Physicians and other Health Care Practitioners
Date: October 31, 2018
Subject: Elimination of Paper Check with Combined Paper Remittance/Electronic Payment Option

Effective February 1, 2019, Excellus BlueCross BlueShield will no longer offer providers the payment option enabling you to receive both a paper check, paper remittance and electronic remittance (835).

As of February 1, the following payment options will be available:

- Paper check/paper remittance
- EFT/835 issued by InstaMed®, an independent health-care payment network that partners with the Health Plan

Selecting Your Payment Option

If you choose to receive EFT/835 payments through InstaMed, you must contact InstaMed at www.Instamed.com and complete the registration process prior to February 1. Providers who do not register before February 1 will be converted to paper automatically. Note: The Health Plan will not be able to produce historical 835s for providers who do not convert to EFT/835s through InstaMed.

When establishing an InstaMed account, it is important to know the following:

- Accounts are established by tax identification number and you must register the NPIs under which payments will be received. For each NPI registered, you will be asked to provide the bank routing and account numbers where you would like the EFT delivered and method by which you would like to receive the supporting 835. Delivery options for 835s are the following:
 - Self-service by downloading directly from the InstaMed portal
 - Establishing an electronic mailbox with InstaMed
 - Electing to have a third-party vendor receive the 835 on your behalf. If you choose the third-party vendor option, select your vendor from the drop-down box. If your vendor is not listed, the vendor must contact InstaMed's support team at www.Instamed.com and request to have a mailbox established. If your third-party vendor is Emdeon or Capario, select Change Health from the drop-down box
- If you require assistance with the registration process, please contact InstaMed's Customer Service department at 1-866-467-8263.

Thank you for the service that you provide to our valued members.