



## ELECTRONIC FUNDS TRANSFER (EFT) ELECTRONIC REMITTANCE ADVICE (ERA) PAYSPAN, INC.

Ambetter from Buckeye Community Health Plan and PaySpan, Inc. have partnered to provide an innovative web based solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs). This service is provided at no cost to Providers and allows online enrollment.

### **PaySpan® Health: Healthcare Payment and Remittance Advice**

Ambetter from Buckeye Community Health Plan and PaySpan Health offer an innovative solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs). Using this free service, Providers can take advantage of EFTs and ERAs to settle claims electronically, without making an investment in expensive EDI software. Following a fast online enrollment, you will be able to receive ERAs and import the information directly into your Practice Management or Patient Accounting System, eliminating the need to key remittance data off of paper advices.

### **Ambetter from Buckeye Community Health Plan and PaySpan Health Benefits to Providers:**

- **Free service** – Providers are not charged any fees to use this service
- **Eliminate re-keying of remittance data** – Electronic remittance advices can be imported directly into Practice Management or Patient Accounting Systems, eliminating the need for manual keying of paper advices
- **Maintain control over bank accounts** – Providers keep control over the destination of claim payment funds. Multiple practices and accounts are supported.
- **Match payments to advices quickly** – Providers can associate electronic payments with electronic remittance advices quickly and easily
- **Pursue secondary billings faster** – Accelerates the revenue life cycle
- **Improve cash flow** – Electronic payments can mean faster payments, leading to improvements in cash flow
- **Connect with multiple payers** – Providers can quickly connect with any payers that are using PaySpan Health to settle claims

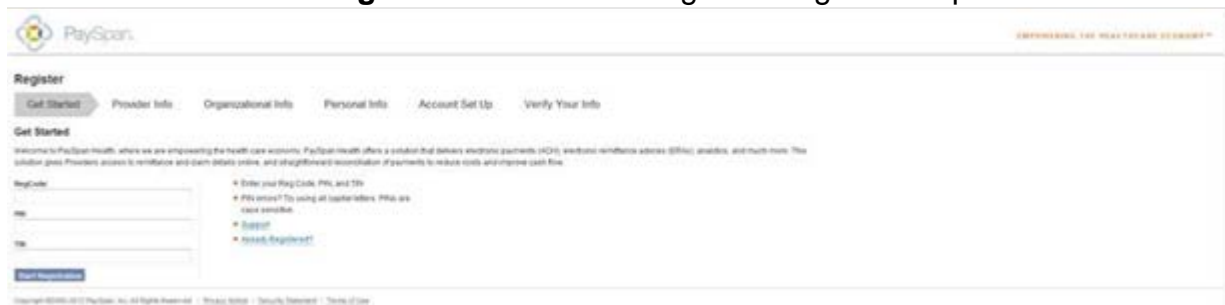
### **Getting Started is Easy!**

The process starts with an invitation from a payer that includes a registration code. Armed with this code, you complete an online enrollment process that will only take 5-10 minutes. During this enrollment process, you will set up a profile for your practice, specify bank account(s) (multiple accounts if you desire), and specify other preferences for management of checks, EFTs, ERAs, or online presentment of claim payment information.

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## How to Register for PaySpan® Health

1. Call 1-877-331-7154 for your unique registration code.
  - Go to <https://www.payspanhealth.com/> and click the **Register Now** button.
  - Enter your Registration Code, Provider ID Number (PIN) and Tax ID Number (TIN) in the boxes provided.
  - Click the **Start Registration** button to begin the registration process.



The screenshot shows the PaySpan registration interface. At the top, there's a navigation bar with 'Register' and several steps: 'Get Started', 'Provider Info', 'Organizational Info', 'Personal Info', 'Account Set Up', and 'Verify Your Info'. The 'Get Started' step is active. Below the navigation, there's a 'Get Started' section with a brief introduction. The main form area has three input fields: 'Reg Code', 'PIN', and 'TIN'. To the right of these fields are instructions: 'Enter your Reg Code, PIN, and TIN', 'PINs must be 7 to using all lowercase letters. PINs are case sensitive', 'Support', and 'Next: Register!'. A 'Start Registration' button is at the bottom left of the form area.

2. Tell Us About Your Practice

- Enter the details about your practice and click the **Next** button to continue.



The screenshot shows the 'Tell Us About Your Practice' step of the registration process. The navigation bar is the same, but 'Provider Info' is now active. The main form area has a 'Tell Us About Your Practice' section. It includes a 'Practice Name' field, a 'Practice Type' dropdown menu, and a 'Practice Address' field. To the right, there's explanatory text: 'PaySpan / Practice Relationship: PaySpan Insurance Company is paying billers/billable using the Reg Code you entered', 'Appoint Service Provider: An Appoint Service Provider is one that does not furnish health care services. Examples are fasteners, auto mechanics, and carpenters', and 'Why we ask about your accepted credit cards: PaySpan will be offering credit card options in the future and we would like to understand which of these credit card payments you normally accept'. A 'Next' button is at the bottom left.

3. Tell Us About Your Organization

- Billing agencies should enter their agency name and Tax ID number on this page.
- If the provider has a parent organization, name that organization and TIN here.
- Check “same as provider” if the other fields are not applicable and click **Next** to continue.

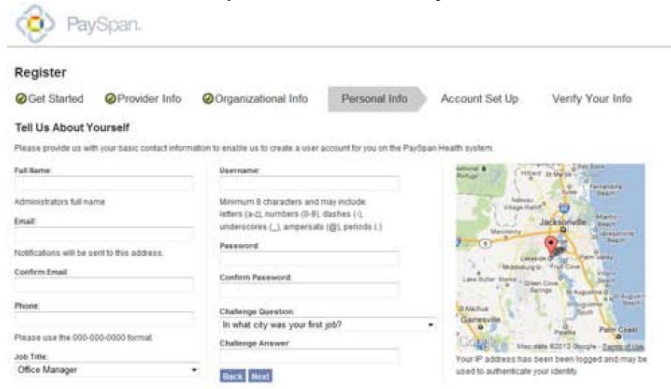
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The screenshot shows the 'Register' page with the 'Organizational Info' step active. The 'Tell Us About Your Organization' section includes fields for Organization Name, Organization ID (with a dropdown for 'I don't know'), and Organization Description. A 'Parent Organization Information' section has radio buttons for 'Yes' and 'No', and a 'Next' button.

#### 4. Tell Us About Yourself

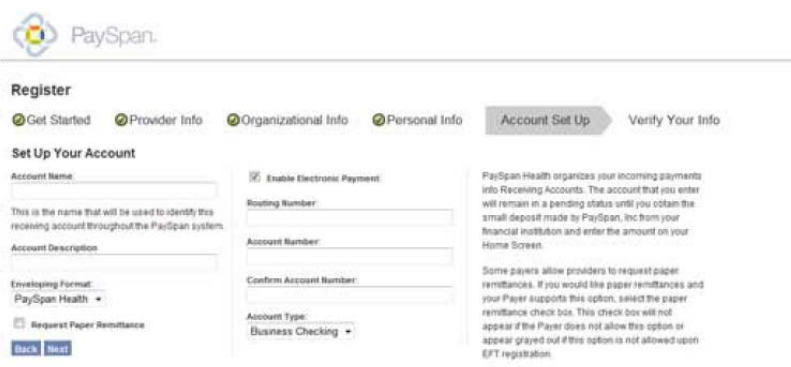
- Please provide us with your full name, email address, phone number and job title.
- Designate a user name of your own, or just use your email address.
- Create a unique password of at least 8 characters and include one capital letter, one lower case letter, and a number.
- Select a question, enter your answer and click the **Next** button to continue.



The screenshot shows the 'Personal Info' step. The 'Tell Us About Yourself' section includes fields for Full Name, Email, Confirm Email, Phone, and Job Title. It also has fields for Username, Password, Confirm Password, and a Challenge Question/Answer. A map of Ohio is shown on the right with a location pin. A 'Next' button is at the bottom.

#### 5. Set Up Your Account

- Designate the account you wish to have funds deposited to and click the **Next** button to continue.

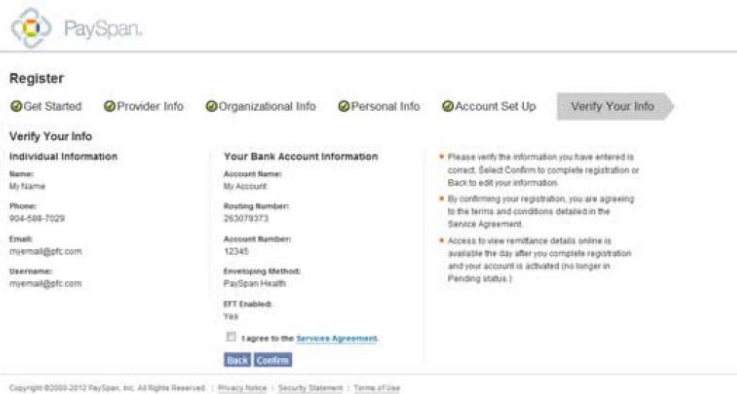


The screenshot shows the 'Account Set Up' step. The 'Set Up Your Account' section includes fields for Account Name, Account Description, and Envoicing Format. There are checkboxes for 'Enable Electronic Payments' and 'Request Paper Remittance'. Fields for Routing Number, Account Number, and Confirm Account Number are present. A dropdown for 'Account Type' is set to 'Business Checking'. A 'Next' button is at the bottom.

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### 6. Verify Your Info

- Verify your information, check the box to agree to the Service Agreement and click **Confirm**.



**Register**

Get Started Provider Info Organizational Info Personal Info Account Set Up **Verify Your Info**

**Verify Your Info**

**Individual Information**

Name: My Name  
Phone: 904-588-7029  
Email: myemail@afc.com  
Username: myemail@afc.com

**Your Bank Account Information**

Account Name: My Account  
Routing Number: 253079373  
Account Number: 12345  
EFT Enabled: Yes  
 I agree to the [Service Agreement](#).  
**Back Confirm**

Please verify the information you have entered is correct. Select Confirm to complete registration or Back to edit your information.  
By confirming your registration, you are agreeing to the terms and conditions detailed in the Service Agreement.  
Access to view remittance details online is available the day after you complete registration and your account is activated (no longer in Pending status.)

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### 7. Confirmation of Deposit

- You will receive a deposit of less than one dollar from PaySpan within a few business days.
- Contact your financial institution to obtain the amount, log into your account and enter the amount on your Home Screen to activate your account.
- The deposit does not need to be returned to PaySpan.

## Complete Reports are Available

PaySpan Health makes tracking and reconciling payments quick and easy with flexible payment reports. Providers are able to design their own reports and run them at any time. Common examples include ACH summary reports, monthly payment reports, and payment reports sorted by date. PaySpan health's report capability takes the mystery out of matching claims to payments!

## Remittance Viewing and Receipt – You Have Options

With PaySpan Health, you have a number of options for viewing and receiving remittance details. PaySpan Health will match your preference for remittance information, with the following options:

- EDI 835 ERA data file that can be downloaded directly to your Practice Management or Patient Account System.
- Electronic Remittance Advice presented online and printed in your location.



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**PaySpan Contact Information**

Phone: 1-877-331-7154

Website: <https://www.payspanhealth.com/>

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