



Registering for Electronic Funds Transfer (EFT)/Electronic Remittance Admittance (ERA) Services

The benefits of enrolling in EFT/ERA include:

- Absolutely no cost
- Secure, self-service Web site
- Improved cash flow
- View remittance records online
- Access adjudicated claims information
- Import payment data into your practice management or patient account system

Register today to receive claims payments electronically and view payment history online through our partner, Payformance Corporation.

Enrolling is quick and simple. You will spend 5–10 minutes on the online enrollment process. See the instructions on the back side of this document for registration instructions.

Complete Reports Available

Payformance's online PaySpan service makes tracking and reconciling payments quick and easy with flexible payment reports. You are able to design your own reports and run them at any time.

Common examples include Automated Clearing House (ACH) summary reports, monthly payment reports and payment reports sorted by date. PaySpan's report capability takes the mystery out of matching claims to payments.

Options for Remittance Viewing and Receipt

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

- HIPAA-compliant data file that can be downloaded directly to your practice management or patient accounting system
- Electronic remittance advice presented online and printed in your location
- Continued receipt of paper remittance advices, while gaining the benefits of EFT



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Registering for Electronic Funds Transfer (EFT)/Electronic Remittance Admittance (ERA) Services *(continued)*

How to Register for PaySpan Health:

1. Go to www.payspanhealth.com.
2. Select the orange **Secure Registration** button.
3. The Registration Code screen will appear.
4. Enter the registration code from the letter you received from the plan. If you need your registration code, please contact your Provider Relations representative.
5. Select the **OK** button.

“Welcome to PaySpan Health” Screen

- On the next screen, enter your Legacy Number (PIN) and Tax Identification Number (TIN).
- Select the **Begin** button to continue with the registration.

1

- Complete the required registration information questions.
- The e-mail address will become the user name when logging in to PaySpan Health.
- Select the **Next** button.

2

- Enter an account name to identify the receiving account.
Note: Providers typically use the account name to specify the payee designation. Each payee will have a separate registration code and can therefore have a separate receiving account established. The same routing and account number can be used for multiple receiving accounts.
- Enter the routing number and account number in the specified fields.
- Select the **Next** button.

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- Review the registration information.
- Select the **Edit** button to make any corrections.
- Read the service agreement, then check the terms and conditions box if you accept.
- Select the **Submit** button. This will complete the registration process.

You will receive an e-mail from PaySpan Health upon completing registration. In a few days, you will need to verify with your bank that a minimal deposit has been made by Payformance. This deposit amount will be used to confirm your electronic payments are set up. The deposit does not need to be returned to Payformance.

If you have any questions about the registration process, please contact the Provider Support Team by dialing **1-877-331-7154** or send an e-mail to providersupport@payspanhealth.com. Provider Support is available Monday through Friday, 7am to 9pm Eastern.