

Thank you for contacting us.

**To register with Payspan follow these steps:**

- Go to [www.Payspanhealth.com](http://www.Payspanhealth.com).
- Select the Register button.
- Enter the Registration Code and click submit
- Enter your Provider Identification Number (PIN)
- Enter your Tax Identification Number (TIN).
- Enter and National Provider Identifier (NPI) \*Select Atypical Service Provider if the NPI is not known.
- Select Start Registration.

**Personal Info**

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 challenge question, enter your answer and click the **Next** button to continue.

**Account Set up**

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

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. (uncheck the Enable EFT box if you do not want to register for EFT)

**Verify Your Info**

- Verify your information, check the box to agree to the Services Agreement and click Confirm.
- Select the Back button to make any corrections.
- Read the Service Agreement then check the terms and conditions box if in agreement.

## **Pending Account Notification**

- You will receive an email from Payspan upon completing registration.
- If you registered for EFT, in a few days you will need to verify with your bank that a minimal deposit has been made by Payspan (less than \$1.00).
- This deposit amount will be used to confirm your electronic payments are set up appropriately through Payspan® Health and your bank. You will see this confirmation page the next time you login to [www.Payspanhealth.com](http://www.Payspanhealth.com) using your User Id (your email address) and your password. The deposit does not need to be returned to Payspan.

If you have any questions about the registration process or the website, please contact our Provider Support Team by dialing 1-877-331-7154, Option 1. Provider Services Specialists are available to assist Monday through Friday from 8am to 8pm, Eastern Time.



**PENDING ACCOUNT NOTIFICATION EMAIL**

**From:** demo1.donotreply@payspan.com [mailto:demo1.donotreply@payspan.com]  
**Sent:** Thursday, October 09, 2014 12:31 PM  
**To:** Gigi Thorakos  
**Subject:** Welcome to PaySpan Health!

Congratulations, you have successfully registered to receive payments/remittance advices via PaySpan!

If you elected to receive payments via electronic funds transfer (EFT), additional steps are required to complete the activation of your account. Within a few business days an electronic payment of less than one dollar will be generated by PaySpan Inc. and delivered to the bank account specified during registration.

- Please obtain the deposit amount from your bank account, log in to your PaySpan account and enter the amount deposited by PaySpan.
- If the amount entered matches our payment records, your account will activate. If the amount entered does not match, contact Provider Services as indicated below.
- Please note: You do not need to return or re-pay this activation deposit amount.

If you elected not to register for EFT payments, your PaySpan account is activated and ready for online viewing of NON-EFT Payments. Keep in mind you can still activate to receive EFT payments at any time. The advantages of receiving EFT payments include:

- Improve cash flow - Electronic payments can mean faster payments, leading to improvements in cash flow.
- Maintain control over bank accounts - You maintain total control over the destination of claim payment funds. Multiple practices and accounts are supported.

Thank you for using PaySpan.



**NEW PAYMENT NOTIFICATION EMAIL**

**From:** donotreply@payspan.com [mailto:donotreply@payspan.com]  
**Sent:** Friday, September 20, 2013 3:09 PM  
**To:** Payee  
**Subject:** Payment Notification

---

**PAYMENT NOTIFICATION**

---

Payment from:	<b>Payer Name</b>
Payment to:	<b>Payee Name</b>
Payment Method:	<b>ACH</b>
ACH: Automated Clearing House, often called EFT or electronic funds transfer.	
Effective Date:	<b>12/21/2012</b>
Payment Number:	<b>1001111001</b>
Amount:	<b>\$38.06</b>

---

To view remittance details, follow these simple steps:

1. Click the following link to log in to your PaySpan account: <https://www.payspanhealth.com>
2. Once logged in, select the Your Payments panel.
3. Under New Payments, click the number in the Payment Count column.
4. From the list of payments, click the View option to open the remittance.

If there are no new payments listed on the Your Payments screen, they may have been confirmed. To access confirmed payments, follow the steps below:

1. From the Your Payments screen, select the Payments option from the Research menu located on the left side of the screen.
2. Enter your search criteria and click Search.
3. From the list of payments, click the View option to open the remittance.

If you need further assistance, we can be reached by dialing 1-877-331-7154 option 1. We are available to assist 8am to 8pm, Eastern Time, Monday through Friday.

## How to Change Bank Account Information

Providers will need to change the bank account information in Payspan from time to time.

- Log into Payspan
- Click Your Payments
- Click Accounts in the Manage Panel

The screenshot shows the 'Your Latest Payments' page in the Payspan interface. The left sidebar has a 'Manage' section with 'Accounts' highlighted. The main content area features a table with the following data:

Receiving Account	Payments	Amount	Actions
All My Money	188	\$429,628.65	<a href="#">Posting Report</a>   <a href="#">View Mailbox</a>   5018
Test - Aerial	100	\$294,783.88	<a href="#">Posting Report</a>   <a href="#">View Mailbox</a>   5019
Test9192015	88	\$222,998.83	<a href="#">Posting Report</a>   <a href="#">View Mailbox</a>   5018
Jello to Anvroomo	9	\$3,897.85	<a href="#">Posting Report</a>   <a href="#">View Mailbox</a>   5019
Mailbox Test1	12	\$2,416.74	<a href="#">Posting Report</a>   <a href="#">View Mailbox</a>   5019
<b>Total</b>	<b>340</b>	<b>\$753,736.96</b>	

## Manage Accounts page

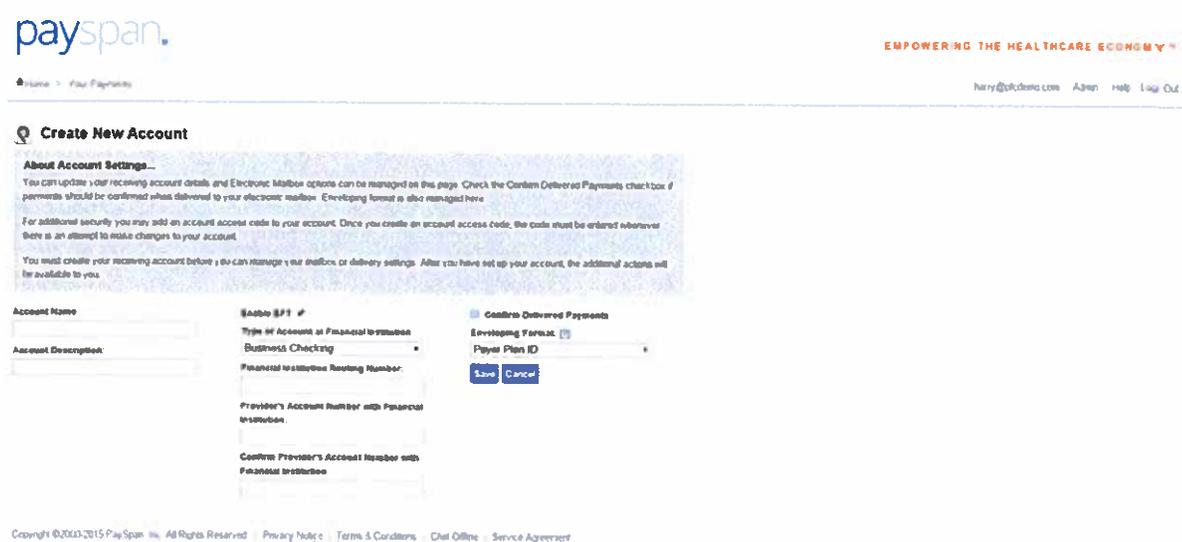
- Adding a new account, the user should click the Add New Account button

The screenshot shows the 'Manage Accounts' page in the Payspan interface. The 'Add New Account' button is highlighted with an arrow. The page displays a table of existing accounts with the following data:

Account Name	Mailbox	Account Status	Reg Codes
82...828	<a href="#">View Mailbox</a>	<b>Locked</b> Receives EFT Yes	0 Reg Codes
Test9192015	<a href="#">View Mailbox</a>	<b>Active</b> Receives EFT Yes	2 Reg Codes
Test - Aerial	<a href="#">View Mailbox</a>	<b>Pending</b> Receives EFT Yes	2 Reg Codes
82...828	<a href="#">View Mailbox</a>	<b>Locked</b> Receives EFT Yes	1 Reg Codes

The user should enter a new Account Name (Must be different from prior use)

The Account Description field is optional



## How to Reassign Registration Codes

Once the user has created a new receiving account, the registration codes must be moved to the new account so the funds will start flowing to the new account.

The user should log into their account, click Your Payments and then click Reg Codes under the Manage Panel.

Manage Reg Codes screen will display



To move a registration code to a new receiving account, the user should click the check-boxes on the left and then click "Assign Account."

To go back to the providers payment preference before enrolling with Payspan, they may check the check-boxes on the left and click "De-Activate."

If this is done in error or the provider wishes to re-enroll, they may click "Activate" after checking the appropriate check-boxes.



The Manage Reg Codes screen also offers the ability to search registration codes by the criteria shown below.





## Payspan Provider Portal Navigation

### Locating a Payment and Viewing the Explanation of Payment (EOP)

- Navigate to [www.payspanhealth.com](http://www.payspanhealth.com) and log in with your username and password



Empowering the healthcare economy®

Thank you for being a loyal payspan customer.

With an evolving healthcare economy comes new changes and concerns for provider organizations. Payspan is ready with innovative provider solutions for the challenges your practice is facing.

Username

Password

LOGIN

REGISTER

[Forgot your Username or Password?](#)  
[Need more help?](#)

The registration process on our site is secure, free and fast!

- Click **Your Payments**

**Patient Reimbursement** last 30 days  
Payers who paid  
Amount received **\$0.00**

**Your Payments**  
The premier Healthcare Payment Exchange.

**Pending Payments**  
Redeems your claim payments today

**Payment Invitations**  
Signup for electronic payments from new payers

**Provider Profile**  
Manage practice info, payer preferences and manage accounts

**FAST FUNDING**  
\$10,000 - \$250,000  
Financing to Grow Your Practice  
**Get Started**

**ProviderWEB CAPITAL**

**Notices and Alerts**  
**Communicator**  
Payer to Provider Communication

**Enhancements**  
**Denial Detector**  
Detect and manage your denials in one place

**Output 4010**  
Output 5010 files in 4010 format

- Click on a Payment under the "Your Latest Payments" section

**Your Latest Payments**  
Select the payment count or posting report here to view a listing of new payments by receiving account.

Receiving Account	Payments	Amount	Actions
ABC Company	1	\$142.00	Details Report View Method B35
<b>Total</b>		\$142.00	

add new reg code

- Hover over "View" and click on "View Details" to view your EOP

### Research Payments

**Search Payments:**

Payment Number: <input type="text"/>	Payment Amount: <input type="text"/>	Payment Status: <input type="text" value="All"/>
Transaction Type: <input type="text" value="All"/>	Payment Date: <input type="text"/> to <input type="text"/>	Receiving Account: <input type="text" value="Cross-Account Reporting"/>
		Payers: <a href="#">Select options</a>

Export

Page 1 of 1

<input type="button" value="View"/> <input type="button" value="View Details"/>	Payment Number 000000 Transaction Type ACH Document Status Disbursed	Payment Amount \$742.00 Payment Date 9/20/2017	Line of Business Payment Status New
--	---	---	---

- You can download and print the EOP or save as a PDF to your computer for future reference

Below is an example of an EOP you may view on the Payspan portal

Page 1 – Cover Page

<b>Fabrikam Insurance Company</b> 225 Main Road Big Building Somecity, MD 12345	1 of 3		
ABC Company 300 Main Street VALDOSTA, GA 31601	<b>Date: 09/20/2017</b> <b>Reference #: 000000</b> <b>Check Amount: \$974.47</b>		
<b>Fabrikam Insurance Company</b> 225 Main Road Big Building Somecity, MD 12345	<b>CHECK NO.: 000000</b> <b>ISSUE DATE: 09/20/2017</b>		
<b>PayACH PAYMENT</b>	<table border="1"><tr><td><b>AMOUNT</b></td></tr><tr><td>\$974.47</td></tr></table>	<b>AMOUNT</b>	\$974.47
<b>AMOUNT</b>			
\$974.47			
<b>TO THE ORDER OF</b> ABC Company BRANCH BANKING & TRUST	<b>COPY</b>		
	<u>Non Negotiable</u>		

## Page 2 - Details on the Payment



**FABRIKAM INSURANCE COMPANY**  
 225 MAIN ROAD  
 BIG BUILDING  
 SOME CITY, MD 12345

Contact Information  
 1-800-555-1212  
 help@providerservices.com

### PAYMENT REPORT

MP#: 222222222  
 TIN: 123456789  
 Payer PIN: PIN12345

Payment Date: 10/12/2017  
 Payment Number: 000123456789  
 Payee Provider: CONTOSO HEALTHCARE SYSTEMS  
 225 MAIN ROAD SOME CITY FL. 12345

Payment: \$974.47  
 Payment Type: Check

Total number of claims: 6

**Claim**

Patient Name: REID JUSTICE		Patient ID: 12345-0002		Provider claim number: 222111111			
Payer claim number: 0720262815000		Service provider:		Service provider identifier:			
Date of Claim	Claim Status	Billed Amt	Allowed	Claim Patient Resp	Other/COB other	Contractual	Paid
	1	272.00	0.00	40.00	0.00	0.00	160.00

**Claim**

Patient Name: HELGA ALEXIS		Patient ID: SJD11111		Provider claim number: 111111111			
Payer claim number: 0720262816000		Service provider:		Service provider identifier:			
Date of Claim	Claim Status	Billed Amt	Allowed	Claim Patient Resp	Other/COB other	Contractual	Paid
	1	680.00	0.00	0.00	0.00	0.00	479.24

**Claim**

Patient Name: JAKE DIAZ		Patient ID: SJD11111		Provider claim number: 222222222			
Payer claim number: 0720460221900		Service provider:		Service provider identifier:			
Date of Claim	Claim Status	Billed Amt	Allowed	Claim Patient Resp	Other/COB other	Contractual	Paid
	1	672.00	0.00	54.71	0.00	0.00	250.07

**Claim**

Patient Name: LUELLA MCCORMICK		Patient ID: 000008369		Provider claim number: 333333333			
Payer claim number: 0720460227900		Service provider:		Service provider identifier:			
Date of Claim	Claim Status	Billed Amt	Allowed	Claim Patient Resp	Other/COB other	Contractual	Paid
	1	204.00	0.00	30.00	0.00	0.00	120.00

**Claim**

Patient Name: MARA KING		Patient ID: 000008369		Provider claim number: 111111111			
Payer claim number: 0720262817000		Service provider:		Service provider identifier:			
Date of Claim	Claim Status	Billed Amt	Allowed	Claim Patient Resp	Other/COB other	Contractual	Paid
	22	-272.00	0.00	0.00	0.00	0.00	-174.16

## Creating a new Payspan Receiving Account

- Navigate from the Home Page > Your Payments > Manage > Accounts

 Research
Claims
Payments
Capitation
Reports

 Manage
Accounts 
Reg Codes
Manage 835

 Alerts
--

## Your Latest Payments

Select the payment count or posting report link t

Receiving Account
Total

- In the upper right hand corner, click on "+ Add New Account"

### Manage Accounts

Manage Preferences **Add New Account**

Search Accounts:

Account Name:

Account Status:

Items Per Page: 10 Save by: Receiving Account

Page 1 of 1

Displaying items 1 - 1 of 1

Account Name	Status	Account Status	Reg Code
ABC Company	Active	Business LFT	1 Reg Code
Unassigned Account		Wk	

- Complete highlighted fields then click **Save**

### Create New Account

#### About Account Settings...

You can update your receiving account details and Electronic Mailbox options can be managed on this page. Check the Confirm Delivered Payments checkbox if payments should be confirmed when delivered to your electronic mailbox. Enveloping format is also managed here.

For additional security you may add an account access code to your account. Once you create an account access code, the code must be entered whenever there is an attempt to make changes to your account.

You must create your receiving account before you can manage your mailbox or delivery settings. After you have set up your account, the additional actions will be available to you.

Account Name:

Account Description:

Enable EFT:

Type of Account at Financial Institution:

Business Checking

Financial Institution Routing Number:

Provider's Account Number with Financial Institution:

Confirm Provider's Account Number with Financial Institution:

Confirm Delivered Payments

Enveloping Format:

Payer Plan ID

Save Cancel

## Assign Account

- Navigate from the Home Page > Your Payments
- Click **Assign Accounts**



- Select Receiving Account from the drop down menu
- Click **Save**

### Assign Account

**Change Reg Code Account**  
Assign the selected Reg Codes to a different receiving account by choosing the desired account below.

**Viewing Payment Data**  
Access to view remittance details online is available the day after you complete registration and your account is activated (no longer in Pending status).

**Receiving Account:**  
Select Account

**Provider:**  
Name: ABC Company  
Address: 300 Main St  
City: Valdosta

**Reg Codes By Payer:**  
ValueOptions, Inc. (MA - Massachusetts Behavioral Health Plan)  
ValueOptions, Inc. (MAPS - Maryland Public Health System)  
ValueOptions, Inc. (OTHER - Commercial, Medicare, Medicaid, Military, Combo of Commercial and Medicare together)  
ValueOptions, Inc.  
[more](#)

• 9JTH97EC - (Assigned to ABC Company)

**Save** **Cancel**

## Add New Registration Code

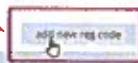
- Navigate from the Home Page > Your Payments
- Click **add new reg code**

- Research
  - Claims
  - Payments
  - Capitation
  - Reports
- Manage
  - Accounts

### Your Latest Payments

Select the payment count or posting report link to view a listing of new payments by receiving account.

Receiving Account	Payments	Amount	Actions
All of the payments in your accounts have been confirmed. When new payments arrive they will be shown here.			
Total	0	\$0.00	



- Complete the highlighted fields
- If you do not know your National Provider Identifier (NPI), you may check the box next to "Atypical Service Provider" in order to move forward
- Click **Start Registration**

## Add Registration Code

Verify RegCode

Account Info

### Verify Your RegCode

RegCode

1TRL7G18

Provider Identification Number (PIN)

1234

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)

23 - 4567891

National Provider Identifier (NPI)

1234567891

Atypical Service Provider

Start Registration



- Enter your Provider Identification Number (PIN), Tax Identification Number (TIN) and National Provider Identifier.
- An Atypical Service Provider is one that does not furnish healthcare services. Examples are taxi drivers, auto mechanics and carpenters.
- [Support](#)

- Select Receiving Account from the drop down menu
- Check box to agree to the Services Agreement
- Click **Confirm**

## Add Registration Code

Verify RegCode

[Account Info](#)

### Select an Account

Provider Name: Jane Doe Company  
Provider Tax Identification Number: 34-5678912  
National Provider Identifier:

Existing Receiving Account(s):  
ABC Company

\*List is limited to EFT enabled accounts only for this RegCode

OR: [Create New Receiving Account](#)

Request Paper Remittance

**Confirm**

Registration code:

1TRL7G18

Payer:

ValueOptions, Inc. (MA - Massachusetts Behavioral Health...  
[more](#)

### Viewing Payment Data

Access to view remittance details online is available the day after you complete registration and your account is activated (no longer in Pending status)

Electronic Signature of Person Submitting Enrollment:

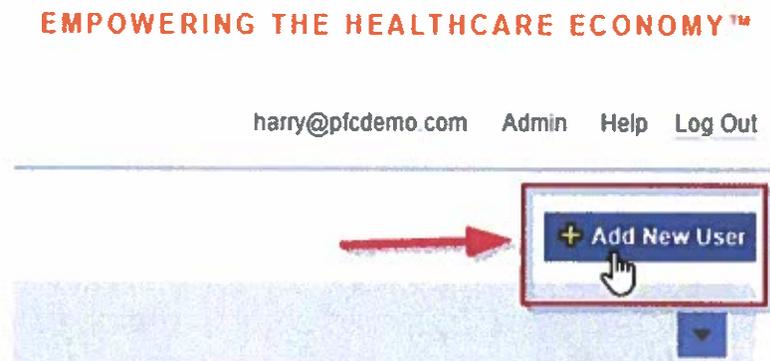
I agree to the [Services Agreement](#).

## Create New User

- From Home Page, hover over "Admin" and click on **Manage Users**



- In the upper right hand corner, click **" + Add New User"**



- **New users must be added by an Administrator**
- **Complete the highlighted fields**
- **Under "Security Tokens"**
  - Grant access to the appropriate Apps, Accounts, Features, and Reports by checking the boxes located on the right hand side of the screen
  - An email will be sent to the new user so that they can create a password to log in
- Click **Save**

Home > Admin

## Create User

Is Active:

Username:

Full Name:

Phone Number:

Email Address:

Confirm Email Address:

Email Address 2:

Confirm Email Address 2:

Security Tokens:

App
<input type="checkbox"/> Select All
<input checked="" type="checkbox"/> PaySpan Health App
<input checked="" type="checkbox"/> Communicator App
<input checked="" type="checkbox"/> Denial Detector App
▶ Account
▶ Feature
▶ Report