

Changes to EFT/835/Electronic Remittance Advices

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March 29, 2019

As we integrate into WellCare and migrate to WellCare's claims payment system, we are partnering with PaySpan®, a company with more than 25 years of experience in developing payment solutions. PaySpan offers our providers electronic funds transfer (EFT) and electronic remittance advice (ERA) services **at no charge**. This change was effective Jan. 1, 2019, for WellCare Liberty (Medicare), formerly known as ONECare, and will be effective June 1, 2019, for Care1st (Medicaid).

Please register for PaySpan now! Don't wait! We want your EFT payments to continue seamlessly.

How to Register with PaySpan

Enrollment is quick and easy. You just set up a profile for your practice, specify bank accounts (multiple accounts if you wish), and set preferences to manage payments, ERAs/835s or online presentation of claims payment information.

1. To begin the process, providers will need their registration code, PIN and TIN. To get a registration code and a PIN, providers can either:
 - a. Call PaySpan at **1-877-331-7154, option 1**
 - b. Or email providersupport@payspanhealth.com
2. Once you have your registration code and PIN, go to payspanhealth.com and click the *Register* button.
3. **Personal Information:** Enter your personal contact information and choose a user name and password.
4. **Account Setup:** Designate the bank account(s) where you want your funds deposited. Click the *Next* button to continue.
5. **Verify your Information:** Review the information you entered and, if correct, check the box to agree to the Services Agreement, Business Associate Agreement. Then click *Confirm*.

After you register for electronic payments (EFT), you will:

1. Receive a deposit of less than \$1 from PaySpan within a few business days.
2. Contact your financial institution to learn the amount.
3. Log in to PaySpan and click *Your Payments*.
4. Click *Account Verification* to verify the amount and activate your account.

The deposit does not need to be returned to PaySpan. Paper checks will be mailed until account information is verified. Please confirm your account information within 30 days or you will need to restart the process.

Options for Remittance Viewing and Receipt

You have several options to review and receive remittance details. PaySpan will match your preference for remittance information, with the following options:

- A HIPAA-compliant data file that can be downloaded directly to your practice management or patient accounting system
- Electronic remittance advice presented online and printed at your location

PaySpan Contact information

Email: providersupport@payspanhealth.com

Call: **1-877-331-7154, option 1**, Monday–Friday, 8 a.m. to 8 p.m. Eastern Time

Please call us at the numbers below if you have questions.

Thank you!

Network Management

Phone 1-602-778-1800/1-866-560-4042 (Options in order: 5, 7) | Fax 1-602-778-1875

E-mail SM_AZ_PNO@Care1stAZ.com | Visit our website at www.wellcare.com/Arizona

Looking for your assigned Provider Network Representative?

On our website go to Providers > Provider Rep Contact Information