

# Get Paid Faster and Easier Through Payspan®

FREE TRANSITION INTO ELECTRONIC PAYMENTS AND AUTOMATIC RECONCILIATION.

Check out these benefits when you start using Payspan.



**Improve cash flow** by getting payments faster.



**Match payments** to advices and easily re-associate payments with claims.



**Eliminate your costs** of processing checks or virtual cards.



**Manage multiple payers**, including any payers that are using Payspan to settle claims.



**Settle claims electronically** through Electronic Fund Transfers (EFTs) and Electronic Remittance Advices (ERAs).



**Eliminate rekeying** of remittance data by choosing how you want to receive remittance details.



**Maintain control** over bank accounts by routing EFTs to the bank account(s) of your choice.



**Create custom reports**, including Automated Clearing House (ACH) summary reports, monthly summary reports and payment reports sorted by date.



**Reconcile payment adjustments** and recoveries easier



Follow the steps on reverse page for easy setup of your Payspan account!

## Set up your Payspan account

**1** Call **1-877-331-7154, option 1**, Monday through Friday, 5:00 a.m. to 5:00 p.m. Pacific time, to get your unique registration code(s) or send an email to **providersupport@Payspanhealth.com** – please include your tax identification number (TIN).

**2** Visit **www.Payspanhealth.com** and select *Register*.

**3** **Enter your registration code.**

3a. Check *I'm not a robot*.

3b. Select *Submit*. (If an invalid code is entered, an error message is displayed. If the code has already been registered, an error message will be displayed advising that the code has already been registered.)

**4** **Enter your personal identification number (PIN), TIN or employer identification number (EIN).** The following error message will display if the wrong PIN or TIN is entered: *"The TIN or PIN you entered is not valid for this Reg Code."* Once you have confirmed your TIN and PIN are correct, and you continue to get the error message, contact **Payspan Provider Services at 1-877-331-7154, option 1** for further assistance.

4a. The National Provider Identifier (NPI) field will be pre-filled. The 1st NPI record listed for the affiliation is what pre-fills which may not always be the NPI record you expect to see. If the pre-filled NPI is not your NPI, continue with the registration as this does not impact your ability to get paid electronically and has no impact on how you are submitting claims to the payer.

4b. Select *Start Registration*.

**5** **Populate ALL requested personal information.** Select *Next*. This information is associated with the individual user. The first person to register the practice is considered an account Administrator. If the email address entered is already being used as a username, the username will be highlighted in red.

**6** **Designate an account** for fund transfers by completing the required fields and select *Next*. (The name of the financial institution is displayed once the routing # is entered.)

**7** **Verify your information.**

7a. Read the services AND business associate agreements.

7b. Check both boxes to agree to both agreements.

7c. Select *Confirm*.

**8** **Review the confirmation screen.** You will also receive a confirmation email which reminds you of the test deposit process.



### Protect your Payspan credentials!

Never share your username or password, check your account frequently and disable access for anyone no longer with your facility.

**Check your bank account in two to three days. You will receive a deposit of less than \$1 from Payspan. Obtain the amount deposited by Payspan. Then, follow these steps to complete registration:**

**9** Log in to Payspan. You will be prompted for the multi-factor authentication (MFA) validation upon logging in for the first time after creating your new account. Select *Confirm*.

**10** Check your email to get verification code.

10a. Enter the verification code.

10b. Select *Verify*.

**11** **Welcome to Payspan.**

Select *Your Payments* to enter test deposit.

**12** Select *Account Verification* under *Alerts* on the left side.

**13** Select *Verify Account*.

**14** Enter test deposit amount.

14a. Select *Save*.

14b. Select *Close*

**Congratulations,  
your registration is  
complete!**



**Need help?**

**1-877-331-7154, option 1**

**providersupport@Payspanhealth.com**