

Payspan Training and User Guide

Electronic Funds Transfer (EFT)



Carolina Complete Health offers Payspan, a free solution that helps Providers transition into electronic payments and automatic reconciliation.

- Payspan is the vendor used for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs).
- Their website is: www.payspanhealth.com
- To register for Payspan you will need a registration code to get started.

You can obtain your PaySpan registration code in one of three ways:

Option 1: Call Payspan at 1-877-331-7154 (Monday through Friday between 8:00am and 8:00pm EST).

- The representative will ask for you for information such as your National Provider Identifier (NPI), Provider Tax ID, Number (TIN) or Employer Identification Number (EIN). Make sure to have this information available to obtain your registration code.

Option 2: Send an email to Payspan at: providersupport@payspanhealth.com and request a registration code.

- Be sure to include your National Provider Identifier (NPI), Provider Tax ID Number (TIN), or Employer Identification Number (EIN); along with your contact information in the email.

Option 3: Request a registration code at the Payspan website.

- Use this link: www.payspanhealth.com/RequestRegCode

Once you have your registration code, you will need to visit payspanhealth.com then click “Register”, enter your registration code and complete the remaining steps to set up your account.

NOTE: In November of 2022, Zelis, a company modernizing the business of healthcare, completed the acquisition of Payspan.

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Training

Payspan hosts monthly provider training sessions. Webinar Wednesday sessions are open to any provider and payer representative who would like to learn more about the provider experience on the payspanhealth.com portals.

The webinar covers how to do the following:

- Register with Payspan (new user)
- Add additional registration codes to an existing Payspan account
- Navigate through the Payspan web portal
- View a payment
- Find a remit
- Access 835s
- Change bank account information
- Add new users

All Payspan webinars are hosted on the Fuze webinar application. Participants should join 10 minutes early to complete any required setup, which may include the Fuze app download.

For more information about the monthly Provider Portal Webinar, contact: providersupport@payspanhealth.com

Payspan Accounts

- You may have numerous accounts in Payspan depending on the health plan, line of business, and payment type.
- Your “Recipient Identification Number” or “RIN” can help you determine the account type
- Each “RIN” code states with a 2-3 letter prefix that will indicate the state and the line of business.
- See example below:

Recipient ID (RIN) prefix	Line of Business / Payment Type
AB	Ambetter - Marketplace
NC	North Carolina/ Carolina Complete Health Medicaid-Claims
ALT	Alternative Payments (CAP, CoC, HASP, AUBP, etc.)
N4	Partners Tailored Plan- Physical Health Claims
1N	Trillium Tailored Plan- Physical Health Claims
QSV	Quality Payments

Need Assistance?

Contact your Provider Engagement Administrator or email ProviderEngagement@cch-network.com for support.

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