



Presentation for ValueOptions Providers

August 2009

What is PaySpan Health?

PaySpan Health is a tool that will enable you to do the following:

- Receive payments automatically in the bank account of your choice.
- Receive email notifications immediately upon payment.
- View your remittance advice online.
- Download an 835 file to use for auto-posting purposes.



Visit our website at www.payspanhealth.com

PaySpan Health

The Electronic Settlement Network
[Questions/Comments?](#)

[About Us](#) | [PaySpan Health Overview](#) | [PaySpan Health Benefits](#) | [PaySpan Health FAQs](#)

Welcome to PaySpan Health

The optimal way to receive claim payments and advices

PaySpan Health makes electronic payments practical. Now you can receive EFTs and ERAs without investing in new technology, and without changes to current systems!

Registration is free and fast.
 Open the door to a better way of settling claims.

Provider Registration
 If you have received a provider registration code, click here for secure registration.

[SECURE REGISTRATION](#)

If you have questions about PaySpan Health registration, call 877-331-7154.

Provider Login

Click here for secure Provider login

[SECURE LOGIN](#)

What is PaySpan Health?

PaySpan Health is an adjudicated claims settlement solution that delivers electronic payments and electronic remittance advices based on your preferences. With PaySpan Health, you stay in control over bank accounts, file formats, and accounting processes.

[TELL ME MORE](#)

Why enroll in the PaySpan Health Service?

PaySpan Health offers a practical solution for you to receive HIPAA compliant EFTs and ERAs. Since you choose the format for ERAs when you enroll, remittance information can be imported directly into your practice management or health information system, eliminating the need for manual re-keying. The service is free, and all you need is a registration code from a Payer to get started.

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What is EFT/ERA?

Electronic Funds Transfer (EFT)

- Secure system of transferring funds from one bank account directly to another.
- Also referred to as direct deposit or ACH (Automated Clearing House)
- Assures faster payment deposits of provider payments.

Electronic Remittance Advice (ERA)

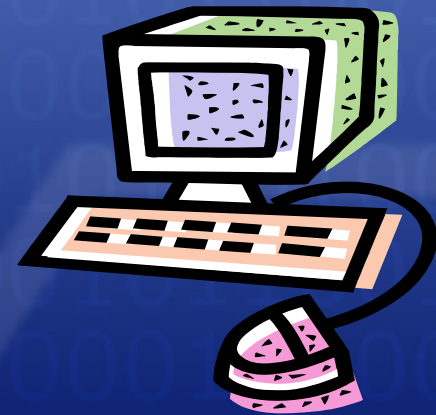
- Electronic version of a payment explanation which provides details about providers' claims payment.
- ERA's are provided by plans to providers.
- The industry standard for sending ERA data is the HIPAA compliant 835 4010A1.

Why should we register?

- PaySpan Health is a secure, self-service website.
- Improved cash flow through automated deposits.
- Access remittance data 24 hours a day.
- Access up to 18 months of historical remittance data.
- Ability to import payment data directly into the practice management systems.
- Mailbox functionality to automate the delivery of remittance data.
- Multi-payer solution.
- It's FREE!

Registering for PaySpan Health is easy!

- Register for PaySpan Health online using your registration code, which we can provide to you today.
 - The person who registers will become the Administrator of the account.
 - The email address entered during registration will be the Administrators User Name.
 - Add additional users and set levels of access by user.
 - Create additional receiving accounts.



What do I need to register?

- Internet connection.
- Valid email address.
- Your bank routing and account numbers.
- Registration Code.
- Your Pay-To Vendor Number (PIN).
- Tax ID Number.



Registration Process

- Enter your registration code in the box provided on our website:



The screenshot shows a registration form for PaySpan Health. At the top is the logo with the text "PaySpan Health" and "The Electronic Settlement Network" below it. A welcome message follows, explaining the service and providing instructions for new users. A red warning message states that entries are case sensitive. Below this is a text input field for the "Registration Code" and an "OK" button. A security notice at the bottom indicates that information is sent via a secure server.

PaySpan Health
The Electronic Settlement Network

Welcome to PaySpan Health! PaySpan Health is used nationwide by Healthcare Payers for electronic payment and remittance delivery. You may already be registered with PaySpan Health. If so, please login with the secured login option and enter your new registration code on the home screen.

**** Please note that entries are case sensitive**

Registration Code:

 Your information will be sent using our secure server.

Registration Process

- Enter your Vendor Pay-To Number and Tax ID Numbers in the spaces provided.

PaySpan Health

Welcome to PaySpan Health!

Thank you for accepting our invitation to register with PaySpan! This strategic payment system will allow us to pay you faster and more efficiently using electronic payments and online data delivery. Your accounts receivables process will be simplified dramatically using PaySpan's automatic download into standard accounting system formats.

New to PaySpan?

For authentication purposes, please enter your Legacy Number(PIN) or National Provider Identifier (NPI) and Tax Identification Number(TIN).

**** Please note that entries are case sensitive**

NPI or Legacy Number(PIN):

TIN:

Click begin to start the registration process...

Already Registered?

If you have already registered with PaySpan, please login below to complete the sign-up process.


User Information

Login

Password

Registration – Step One of Three

- The person who registers should enter their personal contact information on this screen.



Step 1 of 3

Registration Information

Individual Information

Your Name *

Phone * - - ext.

Email *

Confirm Email *

Select Password * ?

Confirm Password *

Challenge Question ▼

Challenge Answer *

* indicates required field

Please Note User Name is the individual's email address

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Step 1


Please provide us with your basic contact information that will be used to create an account for you on the PaySpan system. Note that the email address that you provide will be used as your username for accessing PaySpan once your account has been created. EFT transaction notifications will be sent to the email provided.

What You'll Need to Enroll

- Your name, phone number and e-mail address as the designated administrator.
- Bank account information including routing and account numbers.
- Authorization to accept PaySpan's Terms of Use for your company.

Registration – Step Two of Three

- Enter your bank routing and account number from an actual check.



Step 2 of 3

Account Information

Account Name * ?

Account Description

Routing Number *

Account Number *

Verify Account Number *

Account Type ▾

Download Format ▾ ?

Enable Electronic Payment (EFT)

* indicates required field


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Step 2
 PaySpan Health organizes your incoming payments into Receiving Accounts. The account that you enter will remain in a pending status until you obtain the small deposit made by Payformance from your financial institution and enter it on your Home Screen. In the next and final step in the registration process, you will be asked to review and confirm all of the information entered for accuracy. If anything is incorrect, you will be able to edit the information.

Remittance Options
 Some payers allow providers to request paper remittances. If you would like paper remittances and your Payer supports this option, select the paper remittance check box. This check box will not appear if the Payer does not allow this option.

Registration – Step Three of Three


- Verify the information is correct and agree to the terms and conditions.



Step 3 of 3

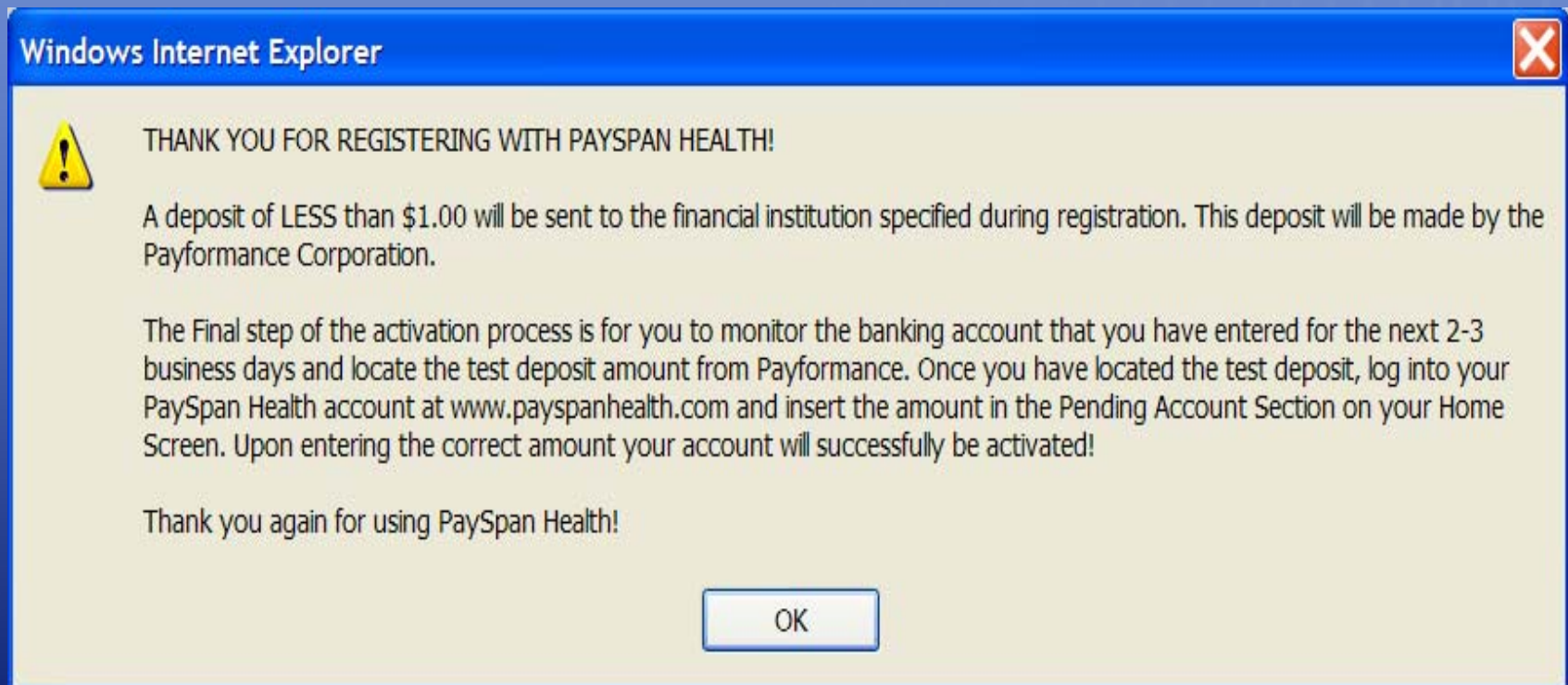
Registration Information	
Individual Information	
Name	Office Manager
Phone	904-588-7029
Email	52709@pfc.com
Your Bank Account Information	
Account Name	Testing Account
Routing Number	263079373
Account Number	52709
Download Format	835 4010A1
EFT Enabled	Yes
Service Agreement	
PaySpan® Health SERVICES AGREEMENT	
<p>This Services Agreement ("Agreement") is a contract between you and Payformance Corporation and applies to your use of the PaySpan Health service, any related products and services and all related intellectual property and "online" or electronic documentation available through www.payspanhealth.com (collectively the "Service"). If you do not agree to be bound by the terms and conditions of this Agreement, please do not use or access our Service. You must accept all of the terms and conditions contained in this Agreement before you may become a participant in the PaySpan Health network. Use of the website and the Service is a privilege, and Payformance Corporation reserves the right to suspend the privilege at its discretion. By accepting the terms and conditions of this Agreement, you</p>	
<input type="checkbox"/> I agree to the terms and conditions	

Step 3
Please verify that the information you have entered is correct. If all of the information is correct, click "Confirm." PaySpan will then register your company and user information. If any of the information is incorrect, please click "Edit" and you will be able to correct the problem. By confirming your registration, you are agreeing to the terms and conditions detailed in the Service Agreement.

 **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).

Registration Success!

- Upon successful registration, you will see this screen:



How do I activate my account?

- Payformance will make a deposit of less than one dollar into the account entered during registration.
- To activate your account, contact your financial institution for the dollar amount deposited.
- Log in to your PaySpan Health account and enter the amount deposited on your Home Screen.
- You do not need to return the deposit, it is a gift for registering!



How do I login to my account?

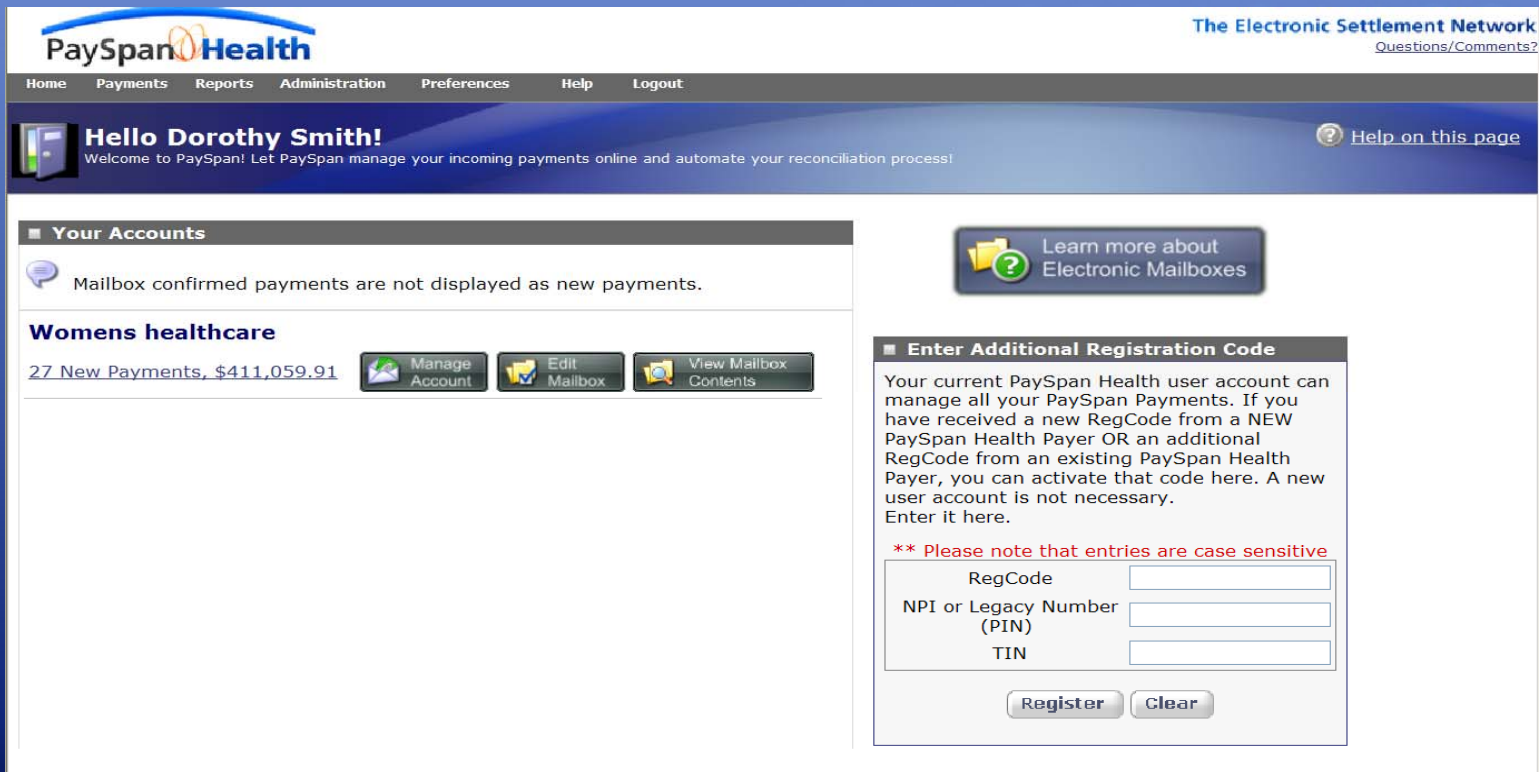
- Select the Secure Login button on our website and enter your email address as your user name.



The screenshot shows the PaySpan Health login interface. At the top is the logo for PaySpan Health, featuring a blue arc above the text "PaySpan Health" and the tagline "The Electronic Settlement Network" below it. Below the logo, the text "Please sign-in" is on the left and a "Help" link is on the right. A horizontal line separates this header from the input fields. There are two input fields: "User Name:" followed by a text box, and "Password:" followed by a text box. Below these fields are two buttons: "OK" and "Cancel". At the bottom left, there is a lock icon and the text "Your information will be sent using our secure server." At the bottom right, there is the text "Forgot your password? [Click here.](#)"

Home Screen

- Once you have activated your account, your Home Screen will look like this. Click on the New Payments link to view your payment information.



The screenshot shows the PaySpan Health Home Screen. At the top left is the PaySpan Health logo. At the top right is the text "The Electronic Settlement Network" with a link "Questions/Comments?". Below the logo is a navigation menu with links: Home, Payments, Reports, Administration, Preferences, Help, and Logout. A blue banner below the menu says "Hello Dorothy Smith!" and "Welcome to PaySpan! Let PaySpan manage your incoming payments online and automate your reconciliation process!". To the right of the banner is a "Help on this page" link. The main content area is divided into two columns. The left column has a "Your Accounts" section with a message: "Mailbox confirmed payments are not displayed as new payments." Below this is a "Womens healthcare" section showing "27 New Payments, \$411,059.91" and three buttons: "Manage Account", "Edit Mailbox", and "View Mailbox Contents". The right column has a "Learn more about Electronic Mailboxes" button and an "Enter Additional Registration Code" section. This section contains text explaining that users can manage their accounts and enter a new or additional registration code. It includes a warning: "** Please note that entries are case sensitive". Below the text are three input fields for "RegCode", "NPI or Legacy Number (PIN)", and "TIN". At the bottom of this section are "Register" and "Clear" buttons.

New Payments

- Use the View links to view your remittance advice, or use the checkboxes to confirm payments or download an 835 file.

PaySpan Health The Electronic Settlement Network
Questions/Comments

Home Payments Reports Administration Preferences Help Logout

New Payments

View and download all of your new payments for a single account. [Help on this page](#)

	Payment Date	Payment Type	Receiving Account	Payer Name	Check/ACH Num	Amount	Effective Date	Line of Business	
View	05/09/07	ACH	Provider Office	Fabrikam Insurance Company	10090065	\$100.00	5/9/2007	Jacksonville LTC	<input type="checkbox"/>
View	08/29/05	Check	Provider Office	Fabrikam Insurance Company	0	\$0.00	8/29/2005	Jacksonville LTC	<input type="checkbox"/>

Total: 2 items, \$100.00 25 items/pg page 1 of 1

835 download not available from this payer

[Next](#)


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Document Archive Search

You can search for payment information by:

- Check/EFT Number
- Payment Amount
- Payment Date
- Payment Type
- Payer Name

Search by Payment Screen



The Electronic Settlement Network
[Questions/Comments?](#)

Home Payments Reports Administration Preferences Help Logout

Document Archive
 Search for and view payments from the Document Archive. ? Help on this page


Account 1
Cross-Account Reporting

Specify as much or as little information as necessary. [Help on Search Criteria](#)

Search by:	<input type="text" value="Payment"/>		Select the type of search from the list
<input type="radio"/> Payment Date:	<input type="text" value=""/> to <input type="text" value=""/>		The default range is limited to the last 90 days. Use the Payment Date search to customize.
or			
<input checked="" type="radio"/> Date Period:	<input type="text" value="Past 90 days"/>		
Payment Amount:	<input type="text"/>		Numeric field. Supports exact match or ranges, e.g. <u>510.32</u> <u>10-1000</u> <u><500</u> <u>>1000</u>
Payment #:	<input type="text"/>		Character field. Supports exact match or wildcards and lists, e.g. <u>10*</u> <u>101, 152, 328</u>
Payment Type:	<input type="text" value="All"/>		Form of payment: Check, ACH, Non
Account ACH Enabled:	<input type="text" value="All"/>		
Payer Name:	<input type="text"/>		Character field. Supports exact match or wildcards, e.g. <u>John Doe</u> <u>John*</u>
Line of Business:	<input type="text"/>		

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Search by Payment Results Screen

 **Document Archive**
Search for and view documents from the Document Archive.
[? Help on this page](#)

Demo 1
Account 2
Cross-Account Reporting

Search Criteria: Payment Date: Past 90 days

Results

View	Job ID	Payment Date	Provider Name	NPI	Legacy Number	TIN	Check/EFT Number	Amount	Pmt Method	Line of Business	Effective Date	Availability Date	Document Status	<input type="checkbox"/>	
View	20000982	3/12/2008	Test Provider		00000000	XXXXXXXXXX	NONCHECK	\$0.00	Non			3/7/2008	Disbursed	<input type="checkbox"/>	
View	20000983	3/12/2008	Test Provider		00000000	XXXXXXXXXX	NONCHECK	\$0.00	Non			3/7/2008	Disbursed	<input type="checkbox"/>	
		HTML View													
		Printable View													
View	20001121	3/24/2008	Test Provider		00000000	XXXXXXXXXX	NONCHECK	\$0.00	Non			3/7/2008	Disbursed	<input type="checkbox"/>	
View	20001121	3/24/2008	Test Provider		00000000	XXXXXXXXXX	PRETREAT	\$0.00	Non		3/24/2008	3/24/2008	Disbursed	<input type="checkbox"/>	
View	20001121	3/24/2008	Test Provider		00000000	XXXXXXXXXX	PRETREAT	\$0.00	Non		3/24/2008	3/24/2008	Disbursed	<input type="checkbox"/>	
View	20001121	3/24/2008	Test Provider		00000000	XXXXXXXXXX	PRETREAT	\$0.00	Non		3/24/2008	3/24/2008	Disbursed	<input type="checkbox"/>	
View	20001121	3/24/2008	Test Provider		00000000	XXXXXXXXXX	PRETREAT	\$0.00	Non		3/24/2008	3/24/2008	Disbursed	<input type="checkbox"/>	
View	20001121	3/24/2008	Test Provider		00000000	XXXXXXXXXX	PRETREAT	\$0.00	Non		3/24/2008	3/24/2008	Disbursed	<input type="checkbox"/>	
View	20001121	3/24/2008	Test Provider		00000000	XXXXXXXXXX	PRETREAT	\$0.00	Non		3/24/2008	3/24/2008	Disbursed	<input type="checkbox"/>	

Total: 2151 items, \$300,513.19 10 items/pg page 1 of 216

Export selected items as: Excel Export Export Return

USER TIP: Depending on browser settings, you may need to depress the Control (Ctrl) key when launching an Export report.

[Click here to update Payment Status of selected records >>](#)


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Document Archive Search

You can search for claim information by:

- Date or date range
- Patient First/Last Name
- Member First/Last Name
- Patient Account Number
- Claim Number
- Member ID
- Charge Amount
- Payment Amount

Search by Claim Screen


Document Archive
 Search for and view payments from the Document Archive.

Demo 1
Account 2
Cross-Account Reporting
Account 3
Account 4
Demo Account 5 - Checks

Specify as much or as little information as necessary.

Search by: Claim ▼

Effective Date: to

or

Date Period: This Week ▼

Patient First Name:

Patient Last Name:

Patient Account Number:

Subscriber First Name:

Payer Claim Number:

Subscriber ID:

Claim Date Begin: to

or

Date Period: This Week ▼

Subscriber Last Name:

Charge Amount:

Payment Amount:

Claim Date End: to

or

Date Period: This Week ▼

Clear
Search
Save

[Help on Search Criteria](#)

Select the type of search from the list

Character field. Supports exact match or wildcards, e.g. JOHN JOH*

Character field. Supports exact match or wildcards, e.g. SMITH SMIT*

Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Character field. Supports exact match or wildcards, e.g. JOHN JOH*

Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

MM/DD/YYYY

Character field. Supports exact match or wildcards, e.g. SMITH SMIT*

Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

MM/DD/YYYY

Search by Claim Results Screen



Document Archive

Search for and view payments from the Document Archive.

[Help on this page](#)

Provider Office

Payment Date: 01/01/07-12/31/07

Payment Amount: 0

Search Criteria:

■ Results									
	Payment Date	Effective Date	Payment Amount	Payment #	Payment Type	Account ACH Enabled	Payer Name	Line of Business	<input type="checkbox"/>
View	05/09/07	5/9/2007	\$0.00	10001000	ACH	True	Fabrikam Insurance Company		<input type="checkbox"/>
View	05/09/07	5/9/2007	\$0.00	10001000	ACH	True	Fabrikam Insurance Company	Jacksonville Medicaid	<input type="checkbox"/>
View	05/09/07	5/9/2007	\$0.00	10001000	ACH	True	Fabrikam Insurance Company	Jacksonville Medicaid	<input type="checkbox"/>
View	05/09/07	5/9/2007	\$0.00	10001000	ACH	True	Fabrikam Insurance Company	Jacksonville Medicaid	<input type="checkbox"/>

Total: 4 items, \$0.00

10 items/pg

<< page 1 of 1 >>

Export selected items as: [835 Download](#) [Export](#)

[Mark as New](#)

[Return](#)

USER TIP: Depending on browser settings, you may need to depress the Control (Ctrl) key when launching an Export report.



Provider Support

- We are available to assist you!
- Provider Support contact information:
 - 1-877-331-7154
 - providersupport@payspanhealth.com
 - Provider Support is available from 7am to 9pm Eastern time, Monday through Friday.



See us after the show to learn more...

- We can provide you with your PaySpan Health registration code today.
- You may register here today if you have the following information:
 - Your bank routing and account numbers.
 - A valid email address.
 - Your tax ID number/s.

