

Payspan Portal Registration

1. Navigate to www.payspanhealth.com and click on the register button

payspan.

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.

Sign In

Username

NEXT

OR

REGISTER

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

[Forgot your Username or Password?](#)

[Need more help?](#)

Next you will need to identify your Registration Code. This can be found on the cover page from the documents you received in the mail along with your paper check.

2. On the “Get Started” tab, you will enter your Registration code in the Registration Code field and then click on the I’m not a robot box and then “Start Registration.”

Please note that Registration Codes are alphanumeric and are Not case sensitive.

New Enrollment

- Get Started Personal Info Payment Preference Account Setup Verify Your Information

Welcome to Payspan, where we are empowering the healthcare economy. Payspan offers a solution that delivers electronic payments (ACH), electronic remittance advices (ERAs), analytics, and much more. This solution gives Providers access to remittance and claim details online, and straightforward reconciliation of payments to reduce costs and improve cash flow.

Reg Code

- [Support](#)
- [Already Registered?](#)
- [Need a registration code?](#)

I'm not a robot 

[Start Registration](#)

On the next page you will enter more information to complete the registration.

3. Your Provider Identification Number, or PIN, can be found along with your Registration Code on the check page of the document you received in the mail. Please note that PINs ARE case sensitive. You will also enter your federal tax ID or Employer Identification Number. Once these fields are completed, click “Continue.”

New Enrollment

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Reg Code

- [Support](#)
- [Already Registered?](#)
- [Need a registration code?](#)

Provider Identification Number (PIN)

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

4. Personal Information- Here you will enter your contact information and designate a username and click, "Continue." NOTE: Contact Information is for the admin responsible for the Payspan account

New Enrollment

- Get Started
- Personal Info**
- Payment Preference
- Account Setup
- Verify Your Information

Provider Name: ABC COMPANY INCORP
Provider Tax Identification Number: 262386763

Please provide us with your basic contact information so we can create a user account for you on Payspan Health.

Contact First Name <input type="text" value="Chuck"/> <small>Administrators first name</small>	Email Address <input type="text" value="Chuck@ABCCompany.com"/> <small>Notifications will be sent to this address.</small>
Contact Last Name <input type="text" value="Williams"/> <small>Administrators last name (surname)</small>	Confirm Email Address <input type="text" value="Chuck@ABCCompany.com"/> <small>Please confirm the above email address by entering again.</small>
Telephone Number <input type="text" value="000-000-0000"/> <small>Please use the 000-000-0000 format.</small>	Username <input type="text" value="ABCCompany2023"/> <small>Minimum 8 characters, may include letters, numbers, periods, dashes, underscores and at signs (@).</small>
User Type <input type="text" value="Provider Office Staff"/>	

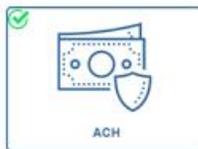
5. Payment Preference- This screen allows you to select the account type. Click on the tile that says ACH, and then click, "Continue." A 'green' check mark will appear in the upper left corner of the selection.
- Note* If you do not want the receive ACH payments, chose the Other Options tab



New Enrollment

Get Started Personal Info **Payment Preference** Account Setup Verify Your Information

Please select your preferred payment method below. Payment options are based on payer preferences.



- Fast payment within 1-3 days
- Funds directly deposited into my bank account
- Secure payment method
- Less administrative burden compared to checks
- Access to EOPs available 24-hours a day online via our secure web portal

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6. Account Setup- On the account set up tab, provide a name for the receiving account and include the bank routing and account number of where the funds should be deposited. Once you enter the routing number, the name of the financial institution linked to that number will appear. Click the box under the bank name to confirm that it is correct.

New Enrollment

- Get Started
- Personal Info
- Payment Preference
- Account Setup**
- Verify Your Information

Provider Name: **ABC COAST CREDIT UNION**
Provider Tax Identification Number: **1234567890**

You have chosen ACH (EFT) as your payment preference. Please set up your account to enable deposit of your claim payments. Payspan allows you to establish one (recommended) or more Receiving Accounts to designate the bank account and the users who can review payment and remittance data for your selected registration codes.

Payspan Receiving Account

Account Name

ABC Funds

The name of your Payspan Receiving Account. Can be changed later inside the portal.

Account Description

Payments

Optional.

Deposit Account Information

Enter the bank account to which Payspan should deposit your claim payments.

Financial Institution Routing Number

263177903

SPACE COAST CREDIT UNION

The bank name shown above is correct.

Provider's Account Number with Financial Institution

123456

Confirm Provider's Account Number with Financial Institution

123456

Type of Account at Financial Institution

Business Checking

Payer

Carelon Behavioral Health, Inc. (MA - Massachusetts Behavioral Health Plan)
Carelon Behavioral Health, Inc. (MAPS - Maryland Public Health System)
Carelon Behavioral Health, Inc. (OTHER - Commercial, Medicare, Medicaid, Military, Combo of Commercial and Medicare together.)
ValueOptions, Inc. (PA - Pennsylvania Medicaid)
Carelon Behavioral Health, Inc.
Carelon Behavioral Health, Inc.

The bank account entered will remain in a pending status until verification of a small test deposit is completed. Please monitor your financial institution to see the test deposit and enter the amount on the payspanhealth.com home screen to verify.

Auto-register new or additional Payers to this receiving account.



7. Verify your Information - Review your information and if it is correct, agree to the Service Agreement. Click the Service Agreement hyperlink to review full details.

New Enrollment

- Get Started
- Personal Info
- Payment Preference
- Account Setup
- Verify Your Information

Provider Name: ABC COMPANY ROSS

Provider Tax Identification Number: 2

Please verify all enrollment information is correct, then review and electronically sign the Service Agreement.

Personal Information

Provider Contact Name
Chuck Williams

Telephone Number
0000000000

Email Address
Chuck@ABCCompany.com

Username
ABCCompany2023

Payment Selection

Payment Preference
ACH (EFT)

Account Information

Account Name
ABC

Account Description
money

Bank Information

Financial Institution Name
JPMORGAN CHASE BANK, NA

Financial Institution Routing Number
021000021

Financial Institution Account Number
123456

- Please verify the information you have entered is correct. Select Confirm to complete registration or Back to edit your information.
- Review and electronic signature of the Service Agreement is required to access the Payspan services.
- Access to view claims and payment details is available the day after you complete registration and your account is activated (no longer in Pending status).
- Payments from all current and future payers will be assigned to this receiving account, unless you designate a separate account.

Security Reminder

Payspan will never ask for your Payspan account password in any way other than asking you to log into the <https://www.payspanhealth.com> website. Further, Payspan will never ask you to share your personal or business email account (e.g. your gmail.com or yourname@companyname.com account) password. In fact, we explicitly require that you NEVER share your email account password with Payspan and never enter it into any Payspan website or website pretending to be Payspan.

If you receive a phishing email, or even one you find suspicious, please forward it to security@payspan.com or contact us at 1(877)331-7154, option 1. Do not click any links or attachments. The Provider Services Team is available Monday through Friday from 8 am to 8 pm Eastern Time.

Electronic Signature of Person Submitting Enrollment

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

Back

Confirm

8. Once registered for electronic payments, you will receive a test deposit from Payspan of less than a dollar within a few business days along with a Welcome email and a Security email.

Thank you for registering!

Activation is required to login.

Please check your inbox for the "Welcome to Payspan" email and click on the Activate Account button, then follow the steps to complete account activation.

You have successfully activated one or more registration codes to receive payments via Payspan! Your payment method will be applied to the registration codes included in this registration process and to any new registration codes which are eligible for auto-registration. Previously activated registration codes are not affected.

Please review the instructions below to complete bank account verification.

You chose **automated clearing house (ACH)** payments. Within a few business days, Payspan will make a test deposit of less than \$1.00 to your bank account. You can view payment records and download machine readable (R35) for remittance information on the payspanhealth.com portal.

- Please obtain the deposit amount from your bank account. Log in to [PayspanHealth.com](https://payspanhealth.com) to enter the amount.
- Select Your Payments, then select Account Verification under the Alerts section to enter the correct amount.
- If the amount entered matches Payspan's records, your account will be activated. If the amount entered does not match, contact Provider Services as indicated below.
- Please note: This deposit does not need to be returned to Payspan.

Thank you for using 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, or by emailing your questions to ProviderSupport@payspanhealth.com. The Provider Services Team is available Monday through Friday from 8 am to 8 pm Eastern Time.

Share your feedback with us!

Welcome to Payspan Health!

Hi Heather,

Click the following link to activate your Payspan Health account:

Activate Account



This link expires in 1 day.

Your username is [REDACTED]

Your organization's sign-in page is <https://ua-idp.payspanhealth.com>

If you experience difficulties accessing your account, you can send a help request to your system administrator using the link: <https://ua-idp.payspanhealth.com/help/login>

Welcome to Payspan Health!

ua.donotreply@payspan.com
To: [redacted]

Reply Reply All Forward [redacted]
Wed, 2/26/2023 11:14 AM

This email originated outside the company. Do not click links or attachments unless you recognize the sender

Congratulations, you have successfully registered to receive payments/remittance advice via Payspan!

The username you selected is: [redacted]

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.

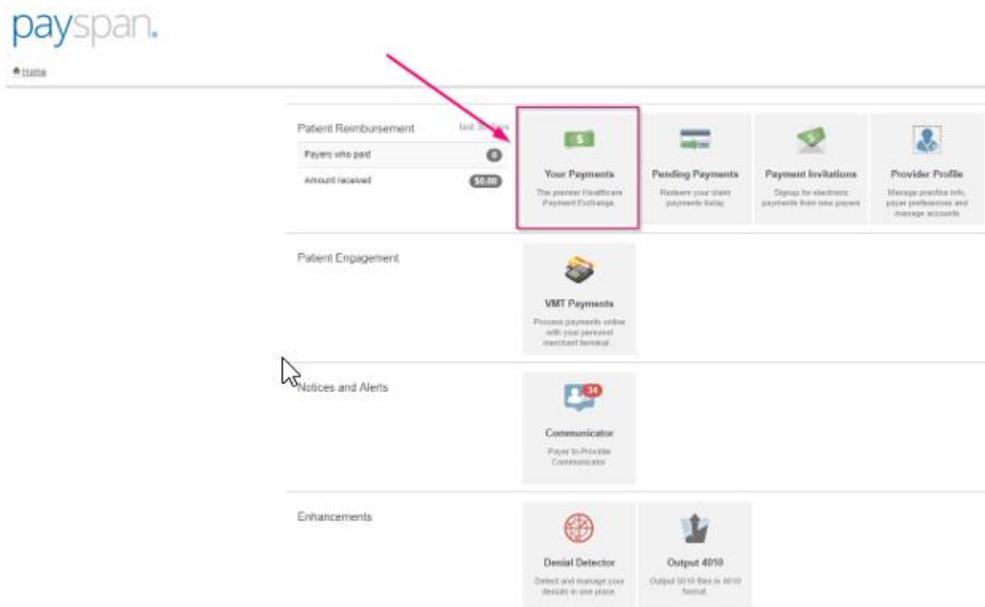
If you elected not to register for EFT payments, your Payspan account is activated and ready for online viewing of NON EFT Payments. Keep in mind you can still activate to receive EFT payments at anytime. The advantages of receiving EFT payments include:

- 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.

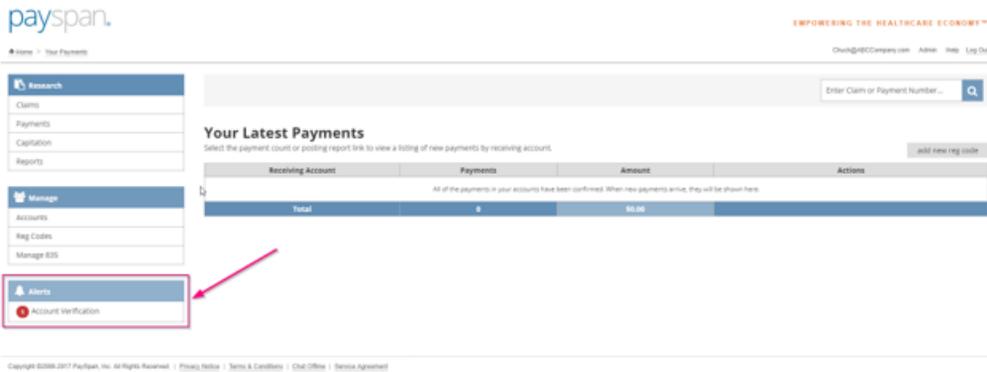
Thank you for using Payspan.

Provider Services
1-877-933-7154 option #1
Monday-Friday 9am-5pm Eastern Time

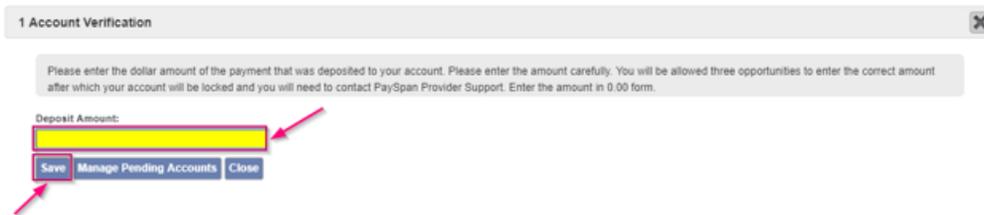
9. Once you have successfully logged into your account, click on the “Your Payments” tile



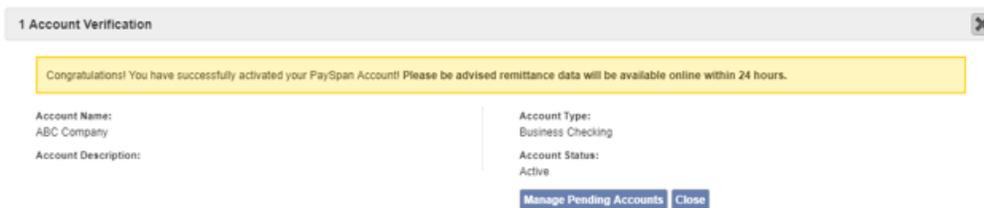
Under the “Alerts” tab in the bottom left of the page, click on the “Account Verification” link to activate your ACH receiving account using your unique test deposit that was verified through your bank.



10. Enter the test deposit amount using the “0.00” format. This deposit does not need to be returned to Payspan. Once the amount is entered, click “Save.”



Congratulations! You have successfully activated your Payspan Account. You can now start receiving payments via direct deposit within 24 hours of this account verification.



Note: Once your registration codes are activated, please allow up to 24 hours to access EOPs on the Payspan Portal.

For additional assistance, please click the following link to access a list of commonly asked questions at <https://www.payspanhealth.com/nps/Support/Index> or or contact Payspan via email at providersupport@payspanhealth.com or by phone at (877) 331-7154, Option 1.

Thank you for depending upon Payspan for all your healthcare payment needs. We are proud to serve you!