



Population Health Services

Dear WellSpan Population Health/South Central Preferred Participating Providers:

We are pleased to introduce a new electronic payment process which we are implementing with Zelis Payments. This alliance provides us with the latest in secure ePayment technology to accelerate and add efficiency to our claims payment process. Our current electronic payment vendor Echo Health will no longer be provided payments as of December 31, 2019.

Your Zelis Payments advantage:

- Get paid faster by reducing the time to receive payment by up to 20 days
- Receive clean and compliant 835s and Explanations of Payment (EOPs)
- Combine payments from multiple payers resulting in less paperwork
- Reduce administrative costs and complexities
- Experience award-winning client service
- Enhanced security and fraud monitoring
- Access to more payment choices, data and notifications

Choose what works for you:

- **Zelis ACH**

ACH is the most efficient way to maximize payments for your practice, facility or health system by directly depositing electronic payments into your bank account.

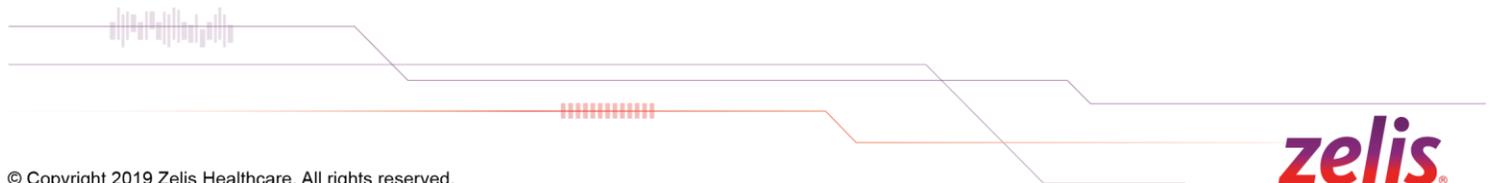
ACH payment delivery is a CAQH CORE®-certified vendor product, which ensures compliance with ACA standards and HIPAA requirements. **Select:** Select payments utilize a reloadable, virtual payment card which can be faxed or downloaded by the provider. The provider inputs the virtual credit card information into their credit card terminal to receive immediate payment for the claim.

- **Zelis Virtual Card**

Virtual card payments utilize a reloadable, virtual card which can be faxed or downloaded by the provider. The provider inputs the card information into their card terminal to receive immediate payment for the claim.

Each Zelis Payments product gives the provider multiple options to access their data and customize notifications. You have access to several features via the secure web portal.

Still using paper? Traditional check payments are still available.





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It's easy to enroll:

Enrolling is fast and easy! Visit zelispayments.com and click "Member Login" to create an account. Follow the instructions below as a guide:

- ◆ Click "**Sign Up Now!**"
- ◆ "**I don't have a registration code**" – First you will need to request your registration code. If you are interested in enrolling with Zelis Payments but have not received a payment from us in the past, click "Next" and provide your practice detail. Be sure to populate all required fields and click "Submit Request". A registration code will be sent via the delivery method selected
- ◆ "**I have a registration code**" – If you have received a payment from Zelis Payments and have a registration code, click "Yes" when accessing the registration page. Provide your practice detail and registration code and click "Verify Registration Code and Continue". To have your registration code reset, contact the Zelis Payments' Membership Department at (877) 828 - 8770

After the initial setup there are no changes or set up programming requirements. All remittance information is available 24/7 via provider.zelispayments.com and can be downloaded into a PDF, CSV, or standard 835 file format. For any additional information or questions, please contact Zelis Payments' Client Service Department at (877) 828-8770.

We hope you are as excited about improving the claims payment process as we are. Together with Zelis Payments, we look forward to the opportunity to add efficiency and speed to the payment of your claims.