



## Action Steps for Health Care Providers

### Electronic Funds Transfer and Remittance Advice (EFT/ER)

MVP Health Care® provides Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) through PaySpan®. This service is provided at no cost to you and allows online enrollment, saving you time and ensuring faster payments.

#### Do you have a group NPI?

If so, please call the MVP Customer Care Center for Provider Services at **1-800-684-9286** to verify that a group NPI is attached to your Tax ID. If not, submit a change form to MVP to have a group NPI added. Please include your group name, group NPI number, Tax ID number, pay-to address, a contact name, and phone number. The *Contracted Provider Change of Information form* is available [here](#). You must confirm with the MVP Customer Care Center that the group NPI has been added to our system before registering with PaySpan.

#### How to register

To register, you will need your tax ID# and Group NPI, along with a registration code and provider ID# that you can obtain from PaySpan by phone or email. With this information, you can register by phone or at [www.payspanhealth.com](http://www.payspanhealth.com). Click Register.

#### PaySpan Contact Information

Phone: **1-877-331-7154** (Option 1), Monday–Friday, 8 am–8 pm Eastern Time

Email: [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com)

#### Do you currently receive ERAs through a Data Exchange Provider (DEP)?

The DEPs listed below participate with PaySpan and exchange 835 transactions with MVP.

Ability Network Choice	Claim MD	MD Online, Inc (now Ability)	ProviderPay
Ability Network: Ease-Access RCM	Claim Source Inc	MedAssets	Quadax Inc
Affiliated Professional Services	Custom Data Processing Inc (CDS)	National Health Information Network	ReconRX
Alveo Health LLC	Eligible Inc	Navicare (now Waystar)	Relay Health (now Change)
Allscripts (Payer Path)	Encoda LLC	Net-Rx	Inmar Carolia Services Company Inc
Athena Health	eProvider Solutions	nThrive FKA (MedAssets)	Rycan
Availity – RealMed	Experian Health Inc	Office Ally	SSI Group
Avisena	FDS, Inc	Origin Healthcare Solutions – Formerly SSIMED Corp	Trizetto Provider Solutions (formerly Gateway EDI)
Bank of America – HealthLogic	GE Healthcare	PHIcure Inc	Trubridge
Capario (Now Emdeon)	Greenway Clearinghouse (formerly GHN Online)	PNC Bank	Zirmed (now Waystar)
CareCloud	Healthcare IP LLC	PNC- Contractual Only	Southwestern Provider Service Inc (SPSI)
Cerner HDX (formerly Siemens HDX)	HHAeXchange	PNT (Post-n-Track)	
ClaimRemedi	Maxor National Pharmacy Solution	Practice Insight	

## Is your DEP on the list?

**YES:** Simply complete these steps to create a mailbox and route 835s to your DEP.

### Step 1

1. Log in to your PaySpan account
2. Click on the **Your Payments** icon
3. Click **Accounts** in the **Manage** panel
4. Click on the **Account** you wish to create a mailbox for
5. Click **Mailbox Settings**
6. Click **Create Mailbox**
7. The host/FTP name, mailbox username and password will display (only needed if other parties will access your mailbox using FTP software)
8. Once you receive a message stating the mailbox set up was successful, click **Close**
9. If you want to route your 835s to one of our Data Exchange Partners, click **Delivery Settings** on the **Edit Account** page to make your selection

### Step 2 (if you are using FTP software)

1. Open your FTP software You can download free FTP software from: <http://filezilla-project.org>
2. Once in your software you will need to add the host name/FTP address, FTP User ID (which is your mailbox user name) and password.

**NO:** Your DEP is not yet set up with MVP, but there are steps you can take to set up a mailbox and manually transmit your 835s from PaySpan to your DEP. Please contact PaySpan for instructions.

## Has your ERA come directly from MVP or a different ERA vendor in the past?

PaySpan now provides ERAs for MVP. PaySpan makes it easy to obtain them. You may log in to your online PaySpan account and download your ERAs right into your system. If you need assistance with this, please contact PaySpan.

Please note that if you currently get ERAs only, your ERAs may still be obtained through Post-n-Track or any other clearinghouse directly from MVP. If you register with PaySpan, you will get EFT and your ERAs through PaySpan.

## Have you received paper remits from MVP in the past?

You will no longer receive paper remits from MVP, but PaySpan makes it easy to obtain ERAs. You may log in to your online PaySpan account to download an ERA directly into your system or obtain electronic files (PDFs) of paper remittances from PaySpan's website. If you need assistance with this, please contact PaySpan.

## Questions?

If you have any questions about EFT/ERA, or if you need assistance from MVP during this set-up process with PaySpan, please contact your MVP Professional Relations or Facilities Representative.