



## Sign Up for Our Electronic Funds Transfer and Electronic Remittance Advice Service

At Missouri Care, we value everything you do to deliver quality care to our members – your patients – and to ensure they have a positive health care experience. That's why Missouri Care is pleased to offer our providers electronic funds transfer (EFT) and electronic remittance advice (ERA) services at no charge. Offered in partnership with PaySpan Health®, you now have access to a secure, quick way to electronically settle claims.

Using this no-cost service, providers can settle claims electronically without making an investment in expensive EDI software. After completing a simple online enrollment, providers are able to receive ERAs and import the information directly into their practice management or patient accounting system, eliminating the need to rekey remittance data from paper advices.

PaySpan Health offers providers a complete solution for claims payment management. Using PaySpan Health, EFTs are routed to the bank account(s) providers choose. Providers can manage multiple payers, choose from among common and proprietary formats for ERAs, easily reconcile payments with claims, and take advantage of claim and remittance retrieval and reporting.

PaySpan Health can be reached via email at [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com), by phone at **1-877-331-7154** or on the Web at [www.payspanhealth.com](http://www.payspanhealth.com).

### Benefits

There are many benefits of using EFTs and ERAs. Because this service offers faster deposits to provider bank accounts, it improves cash flow. It also reduces paper handling, which means accounting expenses are reduced and there is no longer a need to rekey, which eliminates the possibility of errors.

PaySpan makes tracking and reconciling payments quick and easy with flexible payment reports. Providers can design their own reports and run them at any time. PaySpan's report capability takes the mystery out of matching claims to payments.

Providers have a number of options for viewing and receiving remittance details. PaySpan will match the provider's preference for remittance information, including options for a HIPAA-compliant data file that can be downloaded directly to a practice management or patient accounting system. ERAs can be presented online and printed at the provider's convenience. Providers can associate payments with ERAs quickly and easily. This allows providers to keep total control over the destination of claim payment funds. Multiple practices and accounts are supported. Further, providers can reuse enrollment information to connect with multiple payers. Different payers can be assigned to different bank accounts.

### How to Register for PaySpan Health

Registering for PaySpan Health is quick and easy. You can enroll online in about 10 minutes. During this process, you will set up a brief profile of your practice, specify bank accounts (multiple accounts if you desire) and indicate other preferences for management of checks, EFTs, ERAs or online presentation of claim payment information.

1. To begin, contact PaySpan Health by calling **1-877-331-7154** or emailing [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com). A registration letter will be mailed to you. Complete the form and send it to the fax number or email address indicated on the form. Upon verification, a unique registration code will be emailed to you.
2. Go to [www.payspanhealth.com](http://www.payspanhealth.com).
3. Click the Register Now button



4. Enter your registration code and click Submit.
5. Enter your practice information and follow the prompts through the remaining steps.
6. You will need:

- Your vendor/provider identification number and TIN;
- A valid email address; and,
- A bank routing number and account number.

You will receive an email from PaySpan Health upon completing registration. In a few days, you will need to verify with your bank that a minimal deposit has been made by PaySpan Health. This deposit amount will be used to confirm your electronic payments are set up. The deposit does not need to be returned to PaySpan Health. Once your test deposit has been confirmed, all subsequent payments will be sent electronically.

If you have any questions about the registration process, please contact PaySpan Health at 1-877-331-7154 or send an email to [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com).

## **Complete Reports Available**

PaySpan makes tracking and reconciling payments quick and easy with flexible payment reports. Providers can design their own reports and run them at any time. Common examples include Automated Clearing House (ACH) summary reports, monthly payment reports and payment reports sorted by date. PaySpan's report capability allows providers to easily match claims to payments.

## **Options for Remittance Viewing and Receipt**

With PaySpan Health, you have a number of options for viewing and receiving remittance details. PaySpan will match your preference for remittance information, with the following options:

- HIPAA-compliant data file that can be downloaded directly to your practice management or patient accounting system
- Electronic remittance advice presented online and printed in your location

## **Security**

The security of your data is paramount to PaySpan Health and Missouri Care. PaySpan Health has developed a rigid infrastructure to ensure data integrity and security.

- Data Security – Ensuring the security of data is central to the design of the Security Network.
- Physical Security – Proximity card readers are used throughout Production Centers to control access based on job function. Cameras monitor and record all activity at all hours.
- Account Management – Support Center staff track all jobs and ensure that all transactions are processed accurately and efficiently.
- Quality Assurance Procedures – The Quality Control function ensures that electronic transactions match standards approved by clients and that printed documents meet banking and postal standards.
- HIPAA Competence – PaySpan is committed to meeting the requirements set forth in the HIPAA Privacy and Security Standards for the secure transmission, use and management of protected health information.
- Audits – PaySpan issues reports that may assist providers in evaluating the internal controls of PaySpan services.

We're here to help, and we continue to support our provider partners with quality incentive programs, quicker claims payments and dedicated local market support. Please feel free to contact your provider representative if you have questions or need assistance.

Quality care is a team effort. Thank you for playing a starring role!

