

This communication should be viewed by:

Primary Care Providers
Behavioral Health Providers
Clinical staff
Specialty Providers
Claims and Billing Department
Facility/Practice staff

MVP Partnering with Zelis for EFT/ERA

MVP Health Care® aligns with industry-leading companies to better serve our valued Provider Partners.

*Effective August 15, 2025, MVP payment processing will move from the Payspan system to Zelis.

Zelis aims to modernize health care finances by improving claims management, speeding up payments, and clarifying the financial process for insurers nationwide. You can learn more about Zelis by visiting zelis.com.

What does this mean for you:

- **Providers not enrolled with Zelis:** To continue receiving your claim payment data and remittances electronically at no fee to you, please register through **MVP.epayment.center** or call **855-774-4392**
- **Providers currently enrolled with Zelis:** Effective August 15, 2025, you can access your data and remittances on the Zelis portal at **provider.zelispayments.com**
- If you are not sure if you are enrolled with Zelis, call **877-828-8770** or email **ClientService@zelispayments.com**, 8 a.m. to 7 p.m. ET Monday-Friday

For questions on how to navigate the Zelis provider portal, please contact the Zelis Provider Service Team via **877-828-8770** or email **ClientService@zelispayments.com**, 8 a.m. to 7 p.m. ET Monday-Friday

Please note that historical MVP payment data will continue to be available on **payspanhealth.com**.

MVP and Zelis will contact our Provider Partners to assist with the necessary changes to ensure a seamless transition.

Resources

To review more information, please visit **mvphealthcare.com/providers**, select *Resources*, then *Reference Library Home*, then select *Zelis EFT/ERA* under *Other Helpful Resources*.

**Date is subject to change*