

This communication should be viewed by:

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

Reminder: MVP's Partnership with Zelis

Earlier on May 16, 2025, MVP Health Care® announced its payment processing will transition from the Payspan system to Zelis beginning *August 15, 2025.

To support a seamless transition, MVP and Zelis proactively contacted MVP Participating Providers to ensure that the necessary steps are taken to prevent any disruption in your Provider payments.

Here are friendly reminders for your actions needed before the implementation date:

- **Providers not enrolled with Zelis:** To continue receiving your claims payment data and remittances electronically at no fee to you, please register through **MVP.epayment.center** or call **855-774-4392** today
- **Providers currently enrolled with Zelis:** Starting August 15, 2025, MVP payments and remittances will be processed according to the Zelis election you selected in the Zelis portal. If you need to modify or update your Zelis election for MVP business, please contact Zelis at **877-828-8770** before August 15, 2025, to ensure proper processing
- If you are not sure if you are enrolled with Zelis, call the Zelis Provider Service Team at **877-828-8770** 8 a.m. to 7 p.m. ET Monday-Friday or email **ClientService@zelispayments.com**

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

If you have any additional questions, please reach out to your MVP Provider Representative.

**Payment processing and disbursement are expected around August 15, 2025.*