

**This communication should be viewed by:**

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

## **Notice: MVP's Transition from Payspan to Zelis**

On May 16, 2025, MVP Health Care® communicated its intent to transition payment processing from the Payspan system to Zelis, effective mid-August 2025.

Thus far, the migration has been postponed due to unforeseen technical challenges. MVP is committed to ensuring a seamless transition to Zelis and preventing any disruption or delay in Provider payments. Accordingly, all requisite steps are being taken prior to completing this transition, and MVP will notify you in advance of the transition to Zelis.

As a reminder, there are resources about this transition available on our website at **[mvphealthcare.com/providers](https://mvphealthcare.com/providers)**. To access them, select *Resources*, then *Reference Library Home*, and find the *Zelis EFT/ERA* information at the bottom of the page.

For further information, contact your MVP Provider Relations Representative or your Provider Partnership Liaison.