

This communication should be viewed by:

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

Update: MVP's Transition from Payspan to Zelis

The payment processing transition will be completed November 12, 2025.

Earlier this year, MVP Health Care® (MVP) announced its plans to transition payment processing services from the Payspan platform to Zelis.

The completed transition date is set for Wednesday, November 12, 2025, with disbursements scheduled to be transferred from Payspan to Zelis within several days following this commencement.

IMPORTANT

If you have not enrolled or finalized your registration with Zelis, electronic funds transfer (EFT) and electronic remittance (ER) will be discontinued, and you will receive payments via paper checks.

Providers must enroll with Zelis by completing their registration at **MVP.epayment.center** or contact **855-774-4392** for assistance.

If you have questions, please contact the Zelis Provider Services Team via **877-828-8770** or email **ClientService@zelispayments.com**, 8 a.m. to 7 p.m. ET Monday – Friday.