



## Action Steps for Health Care Providers Electronic Funds Transfer and Remittance Advice (EFT/ERA)

MVP Health Care® provides Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) through PaySpan®. This service is provided at no cost to you and allows online enrollment, saving you time and ensuring faster payments.

### Do you have a group NPI?

If so, please call the MVP Customer Care Center for Provider Services at **1-800-999-3920** to verify that a group NPI is attached to your Tax ID. If not, submit a change form to MVP to have a group NPI added. Please include your group name, group NPI number, Tax ID number, pay-to address, a contact name and phone number. The *Contracted Provider Change of Information* form is available online at **[mvphealthcare.com/provider/ny/forms.html](http://mvphealthcare.com/provider/ny/forms.html)**. You must confirm with the MVP Customer Care Center that the group NPI has been added to our system before registering with PaySpan.

### How to register

To register, you will need your tax ID# and Group NPI, along with a registration code and provider ID# that you can obtain from PaySpan by phone or email. With this information, you can register by phone or at **[www.payspanhealth.com](http://www.payspanhealth.com)**. Click *Register*.

### PaySpan Contact Information

Phone: **1-877-331-7154** (Option 1), Monday–Friday, 8 am–8 pm Eastern Time

Email: **[providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com)**

### Do you currently receive ERAs through a Data Exchange Provider (DEP)?

The DEPs listed below participate with PaySpan and exchange 835 transactions with MVP.

ABILITY Network: CHOICE	Cerner HDX	Greenway Clearinghouse (fka GHN Online)	PHIcure Inc.
ABILITY Network: EASE-ACCESS RCM	Change HealthCare	Healthcare IP LLC	PNC - Contractual Only
Affiliated Prof Services-new	CLAIM.MD	HHAExchange	PNC Bank
Affiliated Professional Services	ClaimRemedi	Inmar Carolina Services Company Inc	Post-n-Track
Allscripts	ClaimSource Inc.	Maxor National Pharmacy Services	Practice Insight
Athena Health	Custom Data Processing Inc	National Health Information Network	ProviderPay
Availity-RealMed	Eligible Inc.	Navicare	Quadax Inc.
Avisena	Encoda;LLC	Net-Rx	ReconRx
Bank of America - HealthLogic	eProvider Solutions	nThrive fka (MedAssets)	Relay Health
Capario	Experian Health Inc.	Office Ally	Rycan
CareCloud	FDS Inc.	Origin Healthcare Solutions formerly SSIMED Corp	SSI Group
	GE Healthcare	PaySpan Health	Test Account DEP
			Trizetto Provider Solutions
			Trubridge
			ZirMed

Is your DEP on the list?

**YES:** Simply complete these steps to create a mailbox and route 835s to your DEP.

### Step 1

1. Log in to your PaySpan account
2. Click on the **Your Payments** icon
3. Click **Accounts** in the **Manage** panel
4. Click on the **Account** you wish to create a mailbox for
5. Click **Mailbox Settings**
6. Click **Create Mailbox**
7. The host/FTP name, mailbox username and password will display (only needed if other parties will access your mailbox using FTP software)
8. Once you receive a message stating the mailbox set up was successful, click **Close**
9. If you want to route your 835s to one of our Data Exchange Partners, click **Delivery Settings** on the **Edit Account** page to make your selection

### Step 2 (if you are using FTP software)

1. Open your FTP software

You can download free FTP software from: <http://filezilla-project.org>

2. Once in your software you will need to add the host name/FTP address, FTP User ID (which is your mailbox user name) and password.

**NO:** Your DEP is not yet set up with MVP, but there are steps you can take to set up a mailbox and manually transmit your 835s from PaySpan to your DEP. Please contact PaySpan for instructions.

### Has your ERA come directly from MVP or a different ERA vendor in the past?

PaySpan now provides ERAs for MVP. PaySpan makes it easy to obtain them. You may log in to your online PaySpan account and download your ERAs right into your system. If you need assistance with this, please contact PaySpan.

Please note that if you currently get ERAs only, your ERAs may still be obtained through Post-n-Track or any other clearinghouse directly from MVP. If you register with PaySpan, you will get EFT and your ERAs through PaySpan.

### Have you received paper remits from MVP in the past?

You will no longer receive paper remits from MVP, but PaySpan makes it easy to obtain ERAs. You may log in to your online PaySpan account to download an ERA directly into your system or obtain electronic files (PDFs) of paper remittances from PaySpan's website. If you need assistance with this, please contact PaySpan.

### Questions?

If you have any questions about EFT/ERA, or if you need assistance from MVP during this set-up process with PaySpan, please contact your MVP Provider Relations or Facilities Representative.