

# Payspan User Guide

## Electronic Fund Transfer (EFT) & Electronic Remittance Advise (ERA)

[Need Assistance?](#) Payspan Provider Services Specialists are available at 1-877-331-7154 option 1  
Monday - Friday from 8am to 8pm, Eastern Time.

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## How to Register for Payspan once you have the reg code/PIN

- Go to [www.payspanhealth.com](http://www.payspanhealth.com) and click the **Register Now** button.
- If you are registering for the very first time on Payspan, and you don't have a Registration Code, simply enter your NPI, TIN and Billing Zip Code and click **Submit**. (This feature is only available for first-time provider registration).
- Or, if you have a Registration Code enter it in the box on the right and click **Submit**.

### New Enrollment

Get Started
Personal Info
Account Setup
Verify Your Info

#### Get Started

Welcome to PaySpan, where we are empowering the healthcare economy. PaySpan offers a solution that delivers e... more. This solution gives Providers access to remittance and claim details online, and straightforward reconciliation of

Choose one of the following options to begin your registration:

[Already Registered?](#)

<p><b>National Provider Identifier (NPI)</b></p> <input style="width: 90%; height: 25px; border: 1px solid #ccc;" type="text"/>	<p><b>Reg Code</b></p> <input style="width: 90%; height: 25px; border: 1px solid #ccc;" type="text"/>
<p><b>Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)</b></p> <input style="width: 90%; height: 25px; border: 1px solid #ccc;" type="text"/>	<p><a href="#">What is a Reg Code?</a></p>
<p><b>Billing Zip Code (5 digits)</b></p> <input style="width: 90%; height: 25px; border: 1px solid #ccc;" type="text"/>	
<p><b>Submit</b></p>	<p><b>Submit</b></p>

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## Get Started/New Enrollment

- Providers that register with a Registration Code will also need to enter their PIN and TIN then click **Start Registration**. The registration code is not case-sensitive, but the PIN is case-sensitive. **Please note** if the Payspan registration code has an NPI associated to it, NPI will also be requested on the Get Started screen. Providers can click the “Atypical Service Provider” box to bypass entering the NPI to complete registration.



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### New Enrollment

Get Started

Personal Info

Account Set Up

Verify Your Info

#### Get Started

Welcome to PaySpan, where we are empowering the health care economy. PaySpan offers a solution that delivers electronic payments (ACH), electronic remittance advices. Providers access to remittance and claim details online, and straightforward reconciliation of payments to reduce costs and improve cash flow.

RegCode:

Provider Identification Number (PIN):

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)

 - 

National Provider Identifier (NPI):

Atypical Service Provider

[Start Registration](#)

- Enter your Tax Identification Number (TIN) and Provider Identification Number (PIN)
- PIN errors? Try using all capital letters. PINs are case sensitive.
- An Atypical Service Provider is one that does not furnish health care services. Examples are taxi drivers, auto mechanics, and carpenters.
- [Support](#)
- [How to Register](#)
- [Already Registered?](#)

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## Personal Info

- Enter your personal contact information and designate a user name and password.


✔ Get Started
Personal Info
Account Setup
Verify Your Info

### Tell Us About Yourself

Please provide us with your basic contact information to enable us to create a user account for you on the PaySpan Health system.

**Provider Name:** General Anesthesia  
**Provider Tax Identification Number:** 88-8888888  
**National Provider Identifier:** 999999999

<p><b>Provider Contact Name:</b>  <input style="width: 90%;" type="text"/>  <small>Administrators full name</small></p> <p><b>Email Address:</b>  <input style="width: 90%;" type="text"/>  <small>Notifications will be sent to this address.</small></p> <p><b>Confirm Email Address:</b>  <input style="width: 90%;" type="text"/></p> <p><b>Telephone Number:</b>  <input style="width: 90%;" type="text"/>  <small>Please use the 000-000-0000 format.</small></p> <p><b>Title:</b>  <input style="width: 90%;" type="text" value="Office Manager"/></p>	<p><b>Username:</b>  <input style="width: 90%;" type="text"/>  <small>Minimum 8 characters and may include:                      letters (a-z), numbers (0-9), dashes (-),                      underscores (_), ampersats (@), periods (.)</small></p> <p><b>Password:</b>  <input style="width: 90%;" type="password"/></p> <p><b>Confirm Password:</b>  <input style="width: 90%;" type="password"/></p> <p><b>Challenge Question:</b>  <input style="width: 90%;" type="text" value="In what city was your first job?"/></p> <p><b>Challenge Answer:</b>  <input style="width: 90%;" type="text"/></p> <p style="text-align: center;"><input type="button" value="Next"/></p>
---	---



Your IP address used to access this page is [redacted]

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## Account Setup

- Designate the bank account you wish to have funds deposited into and click the **Next** button to continue

### New Enrollment

Get Started   
  Personal Info   
 **Account Setup**   
 Verify Your Info

#### Set Up Your Account

Provider Name: DrBarbaraSmith  
 Provider Tax Identification Number: 789357421  
 National Provider Identifier: 1234567890

**Account Name**

This is the name that will be used to identify this receiving account throughout the PaySpan system.

**Financial Institution Routing Number**

**Provider's Account Number with Financial Institution**

**Confirm Provider's Account Number with Financial Institution**

**Type of Account at Financial Institution**

Enable Electronic Payment  
 Request Paper Remittance  
 Assign new or additional Payers to this receiving account

**Payer:**  
**Fabrikam Insurance Company**

PaySpan Health organizes your incoming payments into Receiving Accounts. The account that you enter will remain in a pending status until you obtain the small deposit made by PaySpan, Inc from your financial institution and enter the amount on your Home Screen.

Some payers allow providers to request paper remittances. If you would like paper remittances and your Payer supports this option, select the paper remittance check box. This check box will not appear if the Payer does not allow this option or appear grayed out if this option is not allowed upon EFT registration.

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## Verify Your Info

- Review the information you entered and if correct, check the box to agree to the Services Agreement, Business Associate Agreement and click **Confirm**.

**New Enrollment**

Get Started  
  Personal Info  
  Account Setup  
  **Verify Your Info**

---

**Verify Your Info**

Provider Name: DrBarbaraSmith  
 Provider Tax Identification Number: 789357421  
 National Provider Identifier: 1234567890

<p><b>Individual Information</b></p> <p>Provider Contact Name: Me Me</p> <p>Telephone Number: 9048888888</p> <p>Email Address: meme@pfcdeemo.com</p> <p>Username: meme@pfcdeemo.com</p>	<p><b>Your Bank Account Information</b></p> <p>Account Name: My Account</p> <p>Financial Institution Name: SPACE COAST CREDIT UNION</p> <p>Financial Institution Routing Number: 263079373</p> <p>Provider's Account Number with Financial Institution: 12345</p> <p>EFT Enabled: Yes</p>	<ul style="list-style-type: none"> <li>● Please verify the information you have entered is correct. Select Confirm to complete registration or Back to edit your information.</li> <li>● By confirming your registration, you are agreeing to the terms and conditions detailed in the Service Agreement.</li> <li>● Access to view remittance details online is available the day after you complete registration and your account is activated (no longer in Pending status.)</li> <li>● Payments from all current and future payers will be assigned to this receiving account unless you designate a separate account.</li> </ul>
---	---	---

Electronic Signature of Person Submitting Enrollment:

I agree to the [Services Agreement](#).  
 I accept the [Business Associate Agreement](#)

## Confirm Your Payspan Account for Electronic Payments

If you registered for electronic payments, you will:

- Receive a deposit of less than one dollar from Payspan within a few business days and an email confirmation
- Contact your financial institution to obtain the amount
- Log into Payspan
- Click Your Payments
- Click the Account Verification link to activate your account
- The deposit does not need to be returned to Payspan
- Enter the amount using 0.00 format

*(Note: If you are registering to view EOPs online only, not electronic payments, the above steps do not apply. The EOPs are available 24 hours after registration is completed).*

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## Home Page Dashboard

- Displays all applications available to the provider, including the free “Your Payments” app and other premium, subscription-based or payer-sponsored applications
- Displays alerts of new items for each application, such as New Payments available
- Your Payments will be the most frequently used application

The screenshot displays the PaySpan Home Page Dashboard. At the top left is the PaySpan logo and a 'Home' link. At the top right is the tagline 'EMPOWERING THE HEALTHCARE ECONOMY™' and user information 'qa1@plc.com Admin Help Log Out'. The dashboard is organized into several sections:

- Patient Reimbursement (last 30 days):**
  - Payers who paid: 1
  - Amount received: \$3,000.00
- Application Tiles:**
  - Your Payments:** The premier Healthcare Payment Exchange. (13 alerts)
  - Denial Detector:** Detect and manage your denials in one place.
  - Attachment:** Manage attachment requests from health plans.
  - Provider Profile:** Manage practice info, payer preferences and manage accounts.
  - Output 4010:** Output 5010 files in 4010 format.
- Patient Engagement (last 30 days):**
  - Patients who paid: 1
  - Amount received: \$369.43
  - Collection opportunities: \$530.57
- Application Tiles:**
  - Patient Collections:** Collect outstanding responsibility from your patients.
  - VMT Payments:** Process payments online with your personal merchant terminal.
  - Transaction History:** View the transactions for your personal merchant terminal.
- Notices and Alerts:**
  - Communicator:** Payer to Provider Communicator.
  - Health Trio:** Health Trio (837 alerts).
  - Mock Service Provider:** Test the Mock IDP - Provider Portal (17 alerts).

On the right side, there is a blue banner for 'Having trouble with patient payments?' with a 'Learn more' button and the PaySpan logo. Below it is a purple banner for 'SpendWell' with the text 'Boost Your Revenue with SpendWell It's FREE! Join Now!'.

At the bottom, the footer contains: Copyright ©2000-2014 PaySpan, Inc. All Rights Reserved | Privacy Notice | Terms & Conditions | Service Agreement

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## Your Payments

- Displays a list of the provider’s Payspan accounts that currently have new payments
- Click the Payment Count link to open the Research Payments screen and access posting reports, free mailbox capabilities and 835 downloads
- Navigate to the Research screens to search across 18 months of historical claim and payment data
- Navigate to the Manage screens where the provider can manage account preferences
- Displays alerts of new virtual card payments, payment invitations and pending accounts (provider initiated ACH bank account activation but has not yet confirmed the Payspan test deposit)



- Research**
- Claims
- Payments
- Capitation
- Reports

- Manage**
- Accounts
- Reg Codes
- Manage 835

- Alerts**
- 18 Outstanding Card Payments
- 14 Rejected Accounts
- Locked Accounts

### Your Latest Payments

Select the payment count or posting report link to view a listing of new payments by receiving account.

[add new reg code](#)

Receiving Account	Payments	Amount	Actions
Account	<a href="#">637</a>	\$6,380,208.29	<a href="#">Posting Report</a>   <a href="#">View Mailbox</a>   <a href="#">5010</a>
<b>Total</b>	<b>637</b>	<b>\$6,380,208.29</b>	

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## New/Existing Users: Add Additional Registration Codes to your Payspan Account

From the Your Payment screen on homepage:

[Home](#) > [Your Payments](#)

---

### Add Registration Code

Verify RegCode

Account Info

#### Verify Your RegCode

**Reg Code:**

**Provider Identification Number (PIN):**

**Tax Identification Number (TIN):**  
 -

**National Provider Identifier (NPI):**

Atypical Service Provider

Start Registration

- Enter your Reg Code, PIN, and TIN
- PIN errors? Try using all capital letters. PINs are case sensitive.
- An Atypical Service Provider is one that does not furnish health care services. Examples are taxi drivers, auto mechanics, and carpenters.
- [Support](#)

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## Multi-Payer Provider Portal: Landing Page for requesting registration code:

### Web Registration Code Request


Welcome to PaySpan and thank you for requesting registration information to receive electronic payment. You will receive a receipt email confirming your submission and we will return the requested information shortly. Fields marked with \* are required.

<p><b>Company Type</b></p> <input type="text" value="Provider"/>	<p><b>Provider Phone Number*</b></p> <input type="text"/>	<p><b>Provider Billing Address*</b></p> <input type="text"/>
<p><b>Provider Tax ID #*</b></p> <input type="text"/>	<p><b>3rd Party Phone Number</b></p> <input type="text"/>	<p><b>Provider Billing City*</b></p> <input type="text"/>
<p><b>Provider ID # (PIN)</b></p> <input type="text"/>	<p><b>Email Address*</b></p> <input type="text"/>	<p><b>Provider Billing State*</b></p> <input type="text"/>
<p><b>Provider NPI</b></p> <input type="text"/>	<p><b>Registration Code Request Comments</b></p> <input style="height: 30px;" type="text"/>	<p><b>Provider Billing Zip Code*</b></p> <input type="text"/>
<p><b>Provider or Practice Name*</b></p> <input type="text"/>	<p><b>Affected Payer*</b></p> <input type="text" value="ABPA - Culinary"/> <ul style="list-style-type: none"> <li>ABPA - Culinary</li> <li>Absolute Total Care</li> <li>Aetna</li> <li>Ambetter</li> </ul>	<p><a href="#" style="background-color: #00a0e3; color: white; padding: 5px 10px; border: none;">Submit</a></p>
<p><b>3rd Party Company Name</b></p> <input type="text"/>	<p><small>*Select 'Other' if the payer name is not listed and add the name to the 'Registration Code Request Comments' field.</small></p>	


### Account Info

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Select an existing Payspan Receiving Account for the additional registration code, or click the Create New Receiving Account button to add a new receiving account.



[Home](#) > [Your Payments](#)



### Add Registration Code


Verify RegCode

Account Info

#### Select an Account


**Provider Name:** Pediatric Associates of Argyle  
**Provider Tax Identification Number:** 123456789  
**National Provider Identifier:** 9876543213

**Existing Receiving Account(s):**

Account Test

\*List is limited to EFT enabled accounts only for this RegCode.


OR: Create New Receiving Account

**Assign future payments paid to your TIN to the receiving account selected above.** 

Back
Confirm

**Registration code:**  
Q4YX3SDX

**Payer:**  
Northwind Insurance Company


**Viewing Payment Data**

Access to view remittance details online is available the day after you complete registration and your account is activated (no longer in Pending status).

**Electronic Signature of Person Submitting Enrollment:**  
 I agree to the [Services Agreement](#).

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NOTE: After clicking 'Confirm' the new code is considered successfully registered. If you have multiple registration codes to add you must repeat these steps.

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## Provider Mailbox

- Provides a list of 835 and PDF files available for download.
- PDF packages are a zip file of remittances in PDF format.
- 835 packages are bundled 835 files in the ANSI Version 5010X221A1.
- Files expire after 15 days if they are not deleted by the user. After expiration, files may still be viewed or downloaded from the Research Payments screen.

Mailbox

**Search Mailbox:**

File Created:  to

File Expires:  to

Items Per Page: 10 Sort by: Date Created

Page 1 of 3 Displaying items 1 - 10 of 22.

File Name	Created Date	File Size
<a href="#">835_5010_30002248_60025042_2012_04_11_T05_13_10.e</a>	05/18/2012 03:50 PM Expires Date: 06/02/2012 03:50 PM	1.35 KB
<a href="#">835_5010_30002248_60025131_2012_04_20_T08_58_54.e</a>	05/18/2012 03:50 PM Expires Date: 06/02/2012 03:50 PM	1.35 KB

## Research Payments

- Options to search for claim payments across one or multiple payers
- View option opens a PDF of the payer-branded EOP
- Search results are exportable to Excel or the Posting Report

PaySpan. EMPOWERING THE HEALTHCARE ECONOMY™

Home > Your Payments qa1@plc.com Admin Help Log Out

**Research Payments**

**Search Payments:**

Payment Number:  Payment Amount:  Payment Status:  Last Four of Card Number:  Card Remaining Balance:

Transaction Type:  Payment Date:  to  Receiving Account:  Card Status:  CCEXP Date:  to

Payers:

Items Per Page: 10 Sort by: Payment Date

Page 1 of 65 Displaying items 1 - 10 of 645.

View	Payment Number	Payment Amount	Line of Business	Payer
<input type="button" value="View"/>	707037067 Transaction type: ACH Document Status: Disbursed	\$251.57 Payment Date: 12/24/2014	NASCO Payment Status: New	Blue Cross Blue Shield of Massachusetts, Inc. Account Name: Account
<input type="button" value="View"/>	707070647 Transaction type: ACH Document Status:	\$1,479.27 Payment Date: 12/24/2014	NASCO Payment Status: New	Blue Cross Blue Shield of Massachusetts, Inc. Account Name: Account

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# Manage Accounts

- Lists all receiving Payspan accounts with access to free Mailbox configurations, additional registration Codes and Manage where can update registration preferences

The screenshot shows the 'Manage Accounts' page. At the top, there's a search section with dropdown menus for 'Account', 'Payer', 'Payment Type', 'Receiving Account Status', and 'Mailbox Status'. Below this is a table of accounts. The table has columns for 'Account Name', 'Mailbox', 'Account Status', and 'Reg Codes'. Two accounts are visible: 'wellcarecaplest1' and 'THOMAS V KLEMENT DMD PA'. Both have 'Active' status and '0 Reg Codes'. There are also buttons for 'Export', 'Activate', and 'De-Activate' above the table, and 'Items Per Page' and 'Sort by' options on the right.

# Mailbox Settings

- Providers may use the free ftp mailbox to automatically auto-post to their practice management software.
- Files containing the PDFs of the remittance advices can be delivered to the mailbox as well.

The screenshot shows the 'Mailbox Settings' dialog box. It has a title bar with a close button. The main content area is titled 'Electronic Mailbox Access' and contains two paragraphs of text explaining how to access the mailbox via FTP. Below the text are two columns of input fields. The left column has 'Username' (MB30002991), 'Password' (masked with asterisks), 'FTP' (sftp://sftp.payspanhealth.com), and a checkbox for 'Include Payer In File Name'. The right column has 'Service Username' (MB30002991) and 'Service Password' (Not Activated). There are buttons for 'De-Activate', 'Generate New Password', 'Generate New Certificate', 'Generate New Service Password', 'De-Activate Service Password', 'Save', and 'Cancel'. At the bottom, there are 'Sample FTP file names' listed as bullet points and a link to 'PaySpan EDI Connectivity Guide'.

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## Delivery Settings

- After a mailbox is setup, providers have the option to have their 835 or PDF files automatically delivered to a Data Exchange Partner (DEP) or to the provider's mailbox.
- The View DEP Info link opens a list of Payspan's active Data Exchange Partners.
- The Delivery Settings screen is set up by Payer, and the list of DEPs will be limited by payer to only show the DEPs that accept 835s from the Payer.

Delivery Settings
✕

**Configure Delivery Endpoints:**

You can configure your 835 and PDF files to be routed to one of a few different places. You can send files to your PaySpan mailbox or a Data Exchange Partner. PDFs can only be sent to your PaySpan mailbox at this time.

[View DEP Info](#)

Payer	835 Recipient	PDF Recipient
Excellus BlueCross BlueShield - Buffalo EXCELLUS BLUECROSS BLUESHIELD - Syracuse Indemnity EXCELLUS... <a href="#">more</a>	<input type="text" value="None"/>	<input type="text" value="None"/>
ValueOptions, Inc. (MA - Massachusetts Behavioral Health Plan) ValueOptions, Inc. (MAPS - Maryland... <a href="#">more</a>	<input type="text" value="None"/>	<input type="text" value="None"/>

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## Manage Users

- Only available to users with the User Administration security token.
- List of users defaults to show all active users associated with the Payspan account.
- Search for users by Username, Full Name or by User Status.
- Clicking a username in the list opens the Edit User screen.



### Manage Users

[+ Add New User](#)

**Search Users:**

Username:

Full Name:

Is Active:

Page 5 of 5			Displaying items 101 - 106 of 106.
Username	Full Name	Is Active	Last Login
<a href="#">PilbrydObO</a>	Pillsbury Doughboy	false	4/24/2012
<a href="#">qauaPSH50</a>	qauaPSH50	false	10/11/2012
<a href="#">qauaPSH50v2</a>	qauaPSH50v2	false	4/8/2013
<a href="#">Secure123</a>	Security Test Admin	true	
<a href="#">smtpayspan</a>	Steve Tomas	false	6/30/2012
<a href="#">sys-5461</a>	Test User	false	5/17/2012

Page 5 of 5

Displaying items 101 - 106 of 106.

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## Create User

- Username must be between 8 and 50 characters long and may contain letters, numbers and some characters such as periods, hyphens, apostrophes, underscores and ampersats (@).
- Only one email address is required. A second email address may be added if there is another email address at which the user would like to receive notifications.
- At least one account must be selected.
- At least one feature must be selected.
- Once the required information is entered, selecting save sends an email to the user with a link for the user to create a password.
  - The link in the email expires after 48 hours.
  - If the link expires, the administrator will need to open the edit user screen and select the Password Reset button to have a new email delivered to the user.
  - Password must be at least 8 characters longs and include at least one letter and one number.



### Create User

Is Active:

Username:

Full Name:

Phone Number:

Email Address:

Confirm Email Address:

Email Address 2:

Confirm Email Address 2:

Security Tokens:

App
<input checked="" type="checkbox"/> Select All
<input checked="" type="checkbox"/> Your Payments App
<input checked="" type="checkbox"/> Communicator App
<input checked="" type="checkbox"/> Denial Detector App
<input checked="" type="checkbox"/> Payment Invitations
<input checked="" type="checkbox"/> Outstanding Cards App
▶ Account
▶ Feature
▶ Report

Save Cancel

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## Edit User

- The username is the only field that cannot be edited. If a different username is desired, a new user must be created.
- Selecting Password Reset sends the user an email with a link to create a new password.
  - The link in the email expires after 48 hours.
  - If the link expires, the administrator will need to select the Password Reset button again.



### Edit User

Is Active:

Username:

abc123pfc

Full Name:

Alpha Omega

Phone Number:

555-555-5555

Email Address:

qa@payspan.com

Confirm Email Address:

qa@payspan.com

Email Address 2:

Confirm Email Address 2:

Security Tokens:

- ▶ App
- ▶ Account
- ▼ Feature
  - Select All
  - User Administration
  - View Documents
  - Notifications
- ▶ Report

Password Reset

Save Cancel

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## System Generated Emails

**Welcome to PaySpan Health**

**From:** [donotreply@payspan.com](mailto:donotreply@payspan.com) [<mailto:donotreply@payspan.com>]  
**Sent:** Monday, November 10, 2014 3:55 PM  
**To:** QA  
**Subject:** Welcome to PaySpan Health!

Congratulations, you have successfully registered to receive **Fabrikham Health** payments/remittance advices via PaySpan!

If you elected to receive payments via electronic funds transfer (EFT), additional steps are required to complete the activation of your account. Within a few business days an electronic payment of less than one dollar will be generated by PaySpan Inc. and delivered to the bank account specified during registration.

- Please obtain the deposit amount from your bank account, log in to your PaySpan account and enter the amount deposited by PaySpan.
- If the amount entered matches our payment records, your account will activate. If the amount entered does not match, contact Provider Services as indicated below.
- Please note: You do not need to return or re-pay this activation deposit amount.

If you elected not to register for EFT payments, your PaySpan account is activated and ready for online viewing of NON-EFT Payments. Keep in mind you can still activate to receive EFT payments at anytime. The advantages of receiving EFT payments include:

- Improve cash flow - Electronic payments can mean faster payments, leading to improvements in cash flow.
- Maintain control over bank accounts - You maintain total control over the destination of claim payment funds. Multiple practices and accounts are supported.

Thank you for using PaySpan.

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Monday - Friday from 8am to 8pm, Eastern Time.

**Account Activation Reminder**

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

**Sent:** Monday, November 10, 2014 3:20 PM

**To:** QA

**Subject:** PaySpan Account Activation Reminder

**Receiving Account: My Test Account**

Our records indicate that your office began the registration process but did not complete the final stage. In order to complete this process, there are a few additional steps that will need to be completed.

Please follow the steps listed below to complete your registration process:

1. Locate the amount deposited by PaySpan from your financial institution and return to [www.payspanhealth.com/nps/login.aspx](http://www.payspanhealth.com/nps/login.aspx).
2. Log-in to your PaySpanHealth.com account.
3. Click the Your Payments icon.
4. Click the Account Verification link in the Alerts section.
5. Click the Verify Account link for the account you wish to activate.
6. Enter the deposit amount in the deposit amount field using the 0.00 format.
7. Click Save.

Once you have completed the above mentioned steps you will begin to receive payments electronically and have the ability to view your remittance details online within 24 hours.

If you need additional assistance, please contact us by dialing 877-331-7154.

Thank you for using PaySpan.

Provider Services and Delivery

1-877-331-7154

[www.payspanhealth.com](http://www.payspanhealth.com)

Need Assistance? PaySpan Provider Services Specialists are available at 1-877-331-7154 option 1  
Monday - Friday from 8am to 8pm, Eastern Time.

**Account Activation Reminder**

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

**Sent:** Monday, November 10, 2014 3:20 PM

**To:** QA

**Subject:** PaySpan Account Activation Reminder

**Receiving Account: My Test Account**

**Payer: Fabrikham Health**

Our records indicate that your office began the registration process but did not complete the final stage. In order to complete this process, there are a few additional steps that will need to be completed.

Please follow the steps listed below to complete your registration process:

1. Locate the amount deposited by PaySpan from your financial institution and return to [www.payspanhealth.com/nps/login.aspx](http://www.payspanhealth.com/nps/login.aspx).
2. Log-in to your PaySpanHealth.com account.
3. Click the Your Payments icon.
4. Click the Account Verification link in the Alerts section.
5. Click the Verify Account link for the account you wish to activate.
6. Enter the deposit amount in the deposit amount field using the 0.00 format.
7. Click Save.

Once you have completed the above mentioned steps you will begin to receive payments electronically and have the ability to view your remittance details online within 24 hours.

If you need additional assistance, please contact us by dialing 877-331-7154.

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Monday - Friday from 8am to 8pm, Eastern Time.

**Payment Notification ACH Payment**

**From:** donotreply@payspan.com [mailto:donotreply@payspan.com]  
**Sent:** Monday, November 10, 2014 3:26 AM  
**To:** QA  
**Subject:** Payment Notification

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PAYMENT NOTIFICATION

Payment from:	<b>Fabrikham Health</b>
Payment to:	<b>CONTOSO HEALTHCARE SYSTEMS</b>
Payment Method:	<b>ACH</b>
<b>ACH: Automated Clearing House, often called EFT or electronic funds transfer.</b>	
Effective Date:	<b>11/10/2014</b>
Check/EFT number:	<b>1234567890</b>
Amount:	<b>\$167,963.73</b>

Click on the following link to review detailed payment information on all of your new payments: <https://www.payspanhealth.com>.

Need Assistance? Payspan Provider Services Specialists are available at 1-877-331-7154 option 1  
 Monday - Friday from 8am to 8pm, Eastern Time.

## Need Assistance?

Please call Payspan Provider Services

1-877-331-7154 option 1

Monday - Friday from 8am- 8pm, Eastern  
Time.

Need Assistance? Payspan Provider Services Specialists are available at 1-877-331-7154 option 1  
Monday - Friday from 8am to 8pm, Eastern Time.