

## Provider - Frequently Asked Questions about PaySpan Health

### Where do I go to login?

Please go directly to the provider login at <https://www.payspanhealth.com/> and select User Login. Your username is usually the email address that you used to register with our system.

### How do I login?

To login, your user name is usually the email address that was used when your account was established. If you are unable to remember the password you click on the 'forgot password' to reset it.

### It says that my account is locked:

Usually this happens because the wrong deposit amount has been entered numerous times. The amount was less than \$1.00 and made by PaySpan. If your account is locked, please contact Provider Payment Services for further assistance.

### How do I change my bank account information?

If you need to make any changes to your bank information a new receiving account will have to be created. Once you are logged into your account; follow these steps:

1. Go to Your Payments
2. Go to the Manage panel and click Accounts
3. Click on the 'Add New Account' button and complete the required information
4. Click 'Save'

After you have created the new receiving account successfully there are a few additional steps, you must assign your registration code to that new account. If these steps aren't completed payments will not be sent to the new account. Follow these steps:

1. Go to Your Payments
2. Go to the Manage panel and click Reg Codes
3. Click on the checkboxes to the left of the registration codes and click Assign Account
4. Select the Account you want to associate the Reg Code with from the drop-down menu
5. Click 'Save'

### I want to receive email notifications at another email address:

Unfortunately we are unable to make any changes to your account, if you have another email address that you would like to receive notifications at please follow these steps once you have logged onto your account:

1. Click your User name on the right side of the page
2. Click Edit Profile
3. Click on 'Add User' button to the right
4. Enter the email address you want to use in the email address field

### I would like to remove a user; can you do that for me?

Unfortunately we are unable to make any changes to your account, please follow these steps once the administrator has logged onto your account:

To de-activate a user:

1. Go to 'Admin'
2. Go to 'Manage Users'
3. Click on the 'User Name'
4. Un-check the 'Is Active' box on the left side of the page
5. Click 'Save'

### How will I know when money has been posted to this account?

You will be sent a Payment Notification email stating the amount of the payment that you are receiving; depending on your financial institution it is possible that it may take a few days for the funds to be reflected

in your account. You will be able to view your online presentment, EOB or ERA, as soon as you receive the notification.

### **How do I find my remits?**

To find your 'new' payments you will:

1. Login to your PaySpan account
2. Click on 'Your Payments'
3. Click the 'Payment Count' link in the center of the page
4. Click on 'view' next to the payment and your remit will display in a separate browser window

To find your confirmed payments you will:

1. Login to your PaySpan account
2. Click on 'Your Payments'
3. Click 'Payments' in the Research panel on the left side
4. Click 'Search' (you don't have to enter any search criteria)
5. Click on 'view' next to the payment and your remit will display in a separate browser window

### **My account is still pending, what else do I have to do?**

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 registration deposit amount from your financial institution and return to <https://www.payspanhealth.com/nps/login.aspx>
2. Click on 'Your Payments'
3. Click the 'Account Verification' link on the left side
4. Click 'Verify Account'
5. Enter the deposit amount in the Deposit Amount field using the 0.00 format
6. Click 'Save'

Once you have completed the above mentioned steps you will be able to receive electronic payments immediately and view electronic remittance advice online within 24 hours.

### **What account did you send the deposit to?**

For security purposes we cannot release the account number associated with the deposit via email, however, you may contact Provider Payment Services to verify the information we have on file is correct.

**If you have any further questions please contact Provider Services at 1-877-331-7154.**

Thank you for using PaySpan.